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Building Your Professional Career

Expand Your Technical & Business Horizons To Get Ahead

by Christian Perry

As the Landscape of IT careers continues to change, the process of targeting the necessary skills and experience to get ahead grows ever more challenging. While the demand for IT personnel is increasing, it certainly doesn't touch the hiring boom witnessed in the late '90s.

As a result, companies have more choices when looking to promote or hire, and that competition means you can't afford to lose your edge. With fewer jobs available, having a wideranging skill arsenal is essential, particularly as convergence expands and increasingly demands the ability to handle multiple technologies.

"If you find yourself stagnating, and you're not updating your knowledge base and skill and not getting training, then you're not standing still—you're falling behind," says Jon Piot, president of the Solutions Group at Technisource. "Five or 10 years ago there was so much demand

it was easier to get jobs. If you were standing still, you were standing still. You weren't falling behind as much."

Taking Tech Steps

While specialists remain in demand at large enterprises, small to medium-sized enterprises generally can't afford to fill their buildings with personnel who each handle only one technology. Piot notes that when it comes to managers, seeking training in other areas will ensure they can handle the responsibilities and decision-making across more of the IT infrastructure, instead of placing certain demands on the shoulders of others.

For example, someone proficient in networking could keep up to speed in the areas of server technology or telecom, in turn enabling that person to manage the personnel or vendors who are handling those areas.

For those seeking certifications, Blake Coleman, an IT recruiting Go to Page 10



Office Productivity Suites As A Service

The Web Can Help Extend Your SME's Office Productivity Applications

by Will Kelly

WEB 2.0 AND HOSTED Web applications are charting a new future for the ubiquitous office productivity suite. SMEs with a distributed workforce could see some benefits by introducing Web-based office products into their user community, as these applications open new collaboration channels between users inside and outside the firewall.

This article explores some of the latest Web-based office offerings on the market, including ThinkFree Office beta, Microsoft Office Live, and Google's latest Web-based Office productivity applications.

Benefits Of Web-Based Office Suites

SMEs can find some benefits with a Web-based office suite.

Security of corporate data is at the forefront of many arguments against taking your office productivity apps to the Web. First, you are outsourcing your desktop productivity applications (licensing and maintenance), online document storage, and security to a third party that takes care of application maintenance and oftentimes document storage. Another benefit is the capability of easy access to the applications from any Web-enabled PC.

Drawbacks Of Web-Based Office Suites

The major criticism about these Web-based Office products is the sanctity and security of corporate data residing on third-party servers. Jonathan Crow, marketing director for ThinkFree, makers of the Web-based ThinkFree Office suite, points to bandwidth and connectivity issues as potential drawbacks to the adoption of the Web-based Office suites.

However, Crow sees a future where bandwidth issues are Go to Page 11

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Take time for yourself with expert tips to build your professional career and a discussion of the IT certifications and experience most in demand. We also take a look at training services and what data center/IT experts can do to help users cope with technology changes.

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■ AdventNet released the Enterprise Edition of ManageEngine Applications Manager. ■ Allot **Communications** released two new traffic-management devices, the AC-804 and AC-808. ■ Aperture **Technologies** launched a new consulting practice to advise companies on the best ways to operate and manage a data center.

Avtech Software released an update for its Avtech Device Discovery Utility and its PageR Enterprise software. ■ Clearswift released the latest version of its email security appliance. ■ GFI Software introduced GFI EndPoint-Security ReportPack. ■ IronPort can protect customers from email bounce attacks with its new appliance-based IronPort Bounce Verification technology. ■ A new appliance from **RedCannon** secures networks from threats on USB flash memory drives. ■ StillSecure unveiled VAM v5.5 vulnerability man-

devices, and scans than previous VAM versions.

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Upcoming IT Events

- AUGUST -

SHARE August 13-18 Baltimore, Md. www.share.org

. Business Intelligence & Data

Warehousing Conference August 15-17 San Francisco, Calif. www.sharedinsights.com

TDWI World Conference-Summer 2006

August 20-25 San Diego, Calif www.tdwi.org

. Business & Technology

Solutions Show August 22-23 Rosemont, III. www.btshow.org

- SEPTEMBER -

Data Center World September 10-13 Orlando, Fla. www.datacenterworld.com Visit Processor at Booth 512

. HP Technology Forum 2006 September 17-21

Houston, Texas www.hptechnologyforum.com

COMMON Fall 2006 Conference

September 17-21 Miami Beach, Fla. www.common.org/conferences/2006 /fall/index.html

. Interop

September 18-22 New York, N.Y. www.interop.com/newyork Visit Processor at Booth 568

. IT Service Management Forum Conference & Expo

September 18-22 Salt Lake City, Utah www.jupiterevents.com/itsmf/fall06

Business Rules Symposium Series

September 19-20 Washington, D.C. www.brainstorm-group.com

Enterprise Architecture Conference Series September 19-20

Washington, D.C. www.brainstorm-group.com

Government Technology Conference East 2006

September 25-28 Albany, N.Y. www.govtech.net/atc/index.php /GTCEast2006

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Intel Developer Forum September 26-28 San Francisco, Calif. www.intel.com/idf

- OCTOBER -

IT Expo October 3-4 Anchorage, Alaska www.sourdough.net

Gartner Symposium/ITxpo October 8-13

Orlando, Fla. www.gartner.com

Internet Telephony Conference & Expo West

October 10-13 San Diego, Calif. www.tmcnet.com/voip/conference

ASCDI Fall

October 18-21 Toronto, Canada www.ascdi.com

. Chicago ITEC 2006 October 18-19

Chicago, III. www.goitec.com

InfoSecurity

October 23-25 New York, N.Y. www.infosecurityevent.com

MarketPlace NEWS





Vista Security Circumvented

LAST WEEK SECURITY researcher Joanna Rutkowska demonstrated that it's possible to circumvent Microsoft's Vista beta's security and install a rootkit named Blue Pill, which she created based on AMD's Secure Virtual Machine, Pacifica. Vista is Microsoft's latest operating system and is scheduled for commercial release by early next year. Microsoft says that it intends to find ways to prevent the potential threats before the release. According to Rutkowska, "The fact that this mechanism was bypassed does not mean that Vista is completely insecure. It's just not as secure as advertised."

New Mobile Worm On The Loose

ANTIVIRUS COMPANY F-Secure has identified a new variant of mobile worm Commwarrior. Commwarrior.Q can spread via Bluetooth, multimedia messaging service, or memory cards. When Commwarrior.Q is active, it will display random Web pages, send messages to people in the phone's address book, and search for and infect OS installation files. The worm can only infect Symbian Series 60 phones with Symbian OS version 8.1 or older; phones with OS 9.0 can not be infected.

Vista Shipment On Schedule

MICROSOFT SAYS IT doesn't anticipate its new Vista operating system being delayed again. The company, however, did not commit to Vista being released on the previous released launch date. According to Kevin Johnson, copresident of Microsoft's platforms and services unit, "We are going to ship the product when it is ready, and we are just going to take it milestone by milestone." The latest release dates given were for corporate customers to start receiving Vista in November, while consumers will have to wait until early next year.

Toshiba, SanDisk To Build Plant

TOSHIBA AND SANDISK have confirmed plans to invest \$5.2 billion building a new plant in Japan. The plant will produce the companies' NAND-type flash memory chip and help them better compete with rival Samsung Electronics. Because of the chip's ability to retain data even after power to a device has been shut off, demand for the NAND chips has continued to grow quickly. Toshiba is currently the world's fourth-largest maker of microchips, while SanDisk is the world's largest supplier of flash memory data storage cards.

Search Companies In Click Fraud Fight

GOOGLE, YAHOO!, Microsoft, Ask.com, and other leading search engine companies are joining forces with the Interactive Advertising Bureau and Media Rating Council to form the Click Measurement Working Group. The group hopes to create guidelines that will help find out how prevalent click fraud really is. John Slade, senior director of Yahoo! Clickthrough Protection, says the guidelines will be a "gamechanging step in measuring and fighting click fraud." Click-fraud rates vary widely from source to source, causing confusion and a string of lawsuits alleging fraud.

Lenovo Posts Small Profit

LENOVO MADE A profit of \$5 million during the first quarter, well above analysts' expectations of a nearly \$5 million loss. That compares to a net profit of \$46 million during the first quarter of last year, signifying the PC manufacturer is still feeling the effects of its purchase of IBM's PC division, which was completed last year at a cost of \$1.25 billion. There are positive signs, however. Notebook shipments were up 23%, and Lenovo's global PC market share was 7.7%, up from 6.4% during the previous quarter and 7.5% a year ago.

AMD Holds Almost 26% Of Server Market

MERCURY RESEARCH says Advanced Micro Devices' market share in the x86 server arena has increased to 25.9% for the second quarter, up from its first quarter figure of 22.1%. AMD still trails its biggest rival Intel, who is leading the overall x86 processor market with 72.9%, compared with AMD's 21.6% share of the overall market. Mercury reports that Via Technologies holds the No. 3 market share spot for Q2 with 5.5%, although the company's end-of-life shipments of its C3 processors inflated the figures.

IBM To Use More AMD Chips

IN A SIGN OF support for AMD, IBM announced it will be releasing later this quarter two new blades and three new rack servers that will use processors from AMD. The new servers—the BladeCenter LS21 and LS41 and System x3455, x3655, and x3755—will use AMD's Rev.F Opteron processors, which will include DDR2 memory, quad-core capabilities, and improved virtualization. The servers will also feature hardware and software IBM has named Cool Blue that's designed for power and cooling efficiency, reportedly offering 40% better performance per watt than other blades.

Lumenate Makes Purchase

IN A DEAL THAT continues the consolidation process of Sun Microsystems' solution providers channel, Sun's VAR Lumenate has acquired the Sun business of business-continuity and storage firm Stonebridge. With the deal, Lumenate will also get the portion of Stonebridge's legacy Veritas businesses and Hitachi Data Systems that is related to Sun infrastructure. The financial details of the agreement have not been disclosed, but Lumenate is reportedly getting business worth more than \$20 million, and Lumenate President Reagan Dixon predicts next year's sales will increase to \$40 million.

■ Tech Worker Surveys Show Optimism

JOB SATISFACTION in the IT sector has been climbing, according to staffing firm Spherion. In Q1, 48% of IT workers surveyed said they were looking for a new job, while 39% said that in the second quarter. Spherion's IT Employee Confidence Index increased 1.3 points from the first quarter to the second, up to 58.4. Likewise, a study by staffing firm Hudson reveals tech workers are more optimistic than workers in other segments. IT workers' optimism rose 4.3 points last month to 112.5 (base score was 100), while their counterparts in other industries recorded optimism levels down half a point to 101.9.

■ FCC OKs Broadband Over Power Lines

Assuming their services don't interfere with existing radio services, BPL (broadband over power line) operators have been given the go-ahead by the Federal Communications Commission. Citing radio interference, several groups, including ham radio operators, aeronautical firms, and television broadcasters, requested the FCC ban or strictly limit BPL services. However, the FCC says BPL has the potential to be a competitor to DSL, cable, and wireless systems in the broadband market, and its ease of use (simply plugging into an electrical outlet) makes it an attractive option.

FTC Votes On Rambus Monopoly

IN A UNANIMOUS decision, FTC members found that Rambus monopolized markets for four memory technologies. The technologies later became industry standards for DRAM chips. Rambus is accused of withholding information regarding its development of a version of a highspeed memory chip while it was a member of the Joint Electron Device Engineering Council. According to the FTC, Rambus waited until after the JEDEC included its technology as part of the SDRAM and DDR SDRAM standards to begin seeking royalty payments from companies using the standard. Rambus plans on appealing the decision to the U.S. Appellate Court.

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

| Company | Symbol | Year Ago | July 31 \$ | August 7 \$ | % change from previous week |
|-------------------------|--------|----------|------------|-------------|--------------------------------|
| Avaya | AV | \$10.20 | \$9.26 | \$9.15 | ▼ 1.19% |
| BEA Systems | BEAS | \$9.54 | \$11.74 | \$10.91 | ▼ 7.07% |
| Computer Associates | CA | \$27.62 | \$20.96 | \$21.72 | ▲ 3.63% |
| Cisco Systems | CSCO | \$19.54 | \$17.88 | \$17.38 | ▼ 2.8% |
| Dell | DELL | \$40.53 | \$21.68 | \$22.01 | ▲ 1.52% |
| Electronic Data Systems | EDS | \$21.29 | \$23.90 | \$23.55 | ▼ 1.46% |
| Google | GOOG | \$297.23 | \$386.60 | \$376.15 | ▼ 2.7% |
| HP | HPQ | \$24.61 | \$31.91 | \$32.72 | ▲ 2.54% |
| IBM | IBM | \$84.06 | \$77.41 | \$75.39 | ▼ 2.61% |
| Intel | INTC | \$27.64 | \$18 | \$17.30 | ▼ 3.89% |
| McAfee | MFE | \$29.60 | \$21.55 | \$20.54 | ▼ 4.69% |
| Microsoft | MSFT | \$27.25 | \$24.06 | \$24.26 | ▲ 0.83% |
| Oracle | ORCL | \$13.38 | \$14.97 | \$14.60 | ▼ 2.47% |
| Red Hat Software | RHAT | \$15.11 | \$23.68 | \$22.27 | ▼ 5.95% |
| Sun Microsystems | SUNW | \$3.81 | \$4.35 | \$4.61 | ▲ 5.98% |
| Symantec | SYMC | \$22.08 | \$17.35 | \$17.14 | ▼ 1.21% |

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MARKET WATCH

Policy Compliance Software

Tools To Help Your SME Manage Its Policies

by Sixto Ortiz Jr.

WHEN MOST PEOPLE think about IT security, they think about perimeter defenses and systems that prevent unauthorized access to network resources by external attackers. But as IT infrastructures get increasingly complex and the amount of assets, systems, and data that must be managed also increases, there is a growing need to intelligently manage the development and implementation of IT policies.

IT policies are rules and procedures that govern human interaction with an enterprise's IT systems and data. For example, an IT policy might specify the access rights that various levels of employees have for IT systems. Upper-management employees are clearly going to have access to

Buying Tips

- Define your needs. The policy compliance marketplace is confusing at best, with tools designed to perform a plethora of tasks that aid in policy compliance. It's important to define your business-critical needs before looking for specific solutions.
- Know what's important. None of the systems and applications in the marketplace can define what's important for your specific business. Prioritizing the importance of your network assets and the data they generate is the first step toward defining sound policies.
- Directory integration is key.
 Integration with existing directory systems leverages the user information already contained in a directory and ties policy management to specific users.
- Reporting is critical.
 According to Yankee Group, you should look for an application that includes robust monitoring reporting capabilities.
 These capabilities can provide valuable insight into who is accessing what in your network.
- Monitor sensitive assets.
 Another Yankee Group report recommendation encourages users to ensure that access to sensitive assets be monitored. An example is confidential client information.

more sensitive and confidential business data than rank and file employees. So policies compose the administrative framework that governs access to IT resources.

In today's compliance-focused world, intelligent policy management is a good tool to keep your enterprise policies working properly and in step with your needs. In this roundup, we take a look at various tools to help your IT staff manage your policies and stay compliant with them.

The Marketplace

According to a recent Yankee Group research report ("Network Identification Tools Give Enterprises an Audit Trail of User Activity," May 2006), enterprises cannot simply rely on network admission/access control for their policy compliance activities. Once users gain authorized access to the network, oversight must continue via the use of software tools that allow IT departments to manage data access rights.

And, according to Yankee Group, the problem is not limited to employees only. Today's enterprises maintain active relationships with outside vendors who provide services, such as contractors and consultants, so data and network access for these types of workers must also be managed via policies. In addition, policies must take into account how much access to grant to strategic business partners, such as key suppliers and customers.

Here's an interesting statistic: According to Yankee Group's "2005 Security Leaders and Laggards Survey," "external indiscriminate attackers" (that is, hackers) accounted for only 24% of disruptive security incidents. Internal sources such as in-office employees (18%), on-premises consultants and contractors (7%), remote employees (11%), and offpremises suppliers and resellers and customers (6%) together combined for 42% of security incidents. Clearly, enterprises must look inward to properly secure their systems and data. The idea is to grant key personnel the access they need to get the job done without compromising confidential business information and the compliance status of the company.

A word on compliance: Many of the new regulations that now govern modern enterprises, such as Sarbox, Gramm-Leach-Bliley, HIPAA, and others require that organizations maintain systems and policies to keep their information secure. So policy management is suddenly not only a good management practice but also a regulatory requirement.

According to market research firm IDC, the overall compliance and policy management systems marketplace is expected to grow tremendously in the coming years. In a recent press release, IDC senior research analyst for Compliance Infrastructure Vivian Tero pointed to four key areas in the overall compliance infrastructure marketplace: information integrity, process integrity, controlled access, and information retention. Policy management falls within the controlled access category and can thus be thought of as a subset of overall compliance management. And, according to IDC, this marketplace will grow at an 18.4% compound annual growth rate from 2005 to 2010, reaching \$21 billion in 2010.

Senforce Network Access Control

Utah-based Senforce Technologies focuses strictly on the development and marketing of applications used to manage policy-enforced endpoint and wireless security. The company bundles a number of its security offerings within its Endpoint Security Suite, a set of applications that combine to manage firewall, VPN enforcement, Wi-Fi connectivity control, theft protection, and endpoint integrity.

Senforce's NAC (Network Access Control) software ensures endpoints are free from threats and

SNAPSHOT

Senforce Network Access Control

A network access control application that integrates into the company's overall Endpoint Security Suite

www.Processor.com/Senforce2

compliant with IT security policies before they are granted network access. Features of the company's NAC application include integration with the Endpoint Security Suite, management of access for outside parties such as guests and contractors, agentless endpoint testing (no software needed on clients), testing of endpoint via hundreds of tests, and out-of-the-box compatibility with most network environments.

The software works by comparing the security state of an endpoint to policies that dictate the minimum security requirements that must be met to gain access. The application tests the device seeking access and based on the results either grants or denies access. Devices can also be quarantined to specific network areas.

CREDANT Mobile Guardian

The management of mobile devices, which are prevalent throughout most enterprises to-day, is an important part of policy compliance. CREDANT's Mobile Guardian Enterprise Edition application provides a centralized management system for businesses to manage their population of mobile devices.

The application is composed of three principal components: Shield, Gatekeeper, and Enterprise

SNAPSHOT

CREDANT Mobile Guardian

\$42 per user

Security and policy compliance for mobile devices, including notebooks, PDAs, and smartphones

www.Processor.com/Credant

Server. The Shield component provides for on-device policy management, including items such as user permissions and access control. The Gatekeeper provides for enforcement with security policies and device detection, while the Enterprise Server provides the policy administration centralization and reporting. Think of the Shield as the client-based piece that travels with devices, the Gatekeeper as the access control piece at the network perimeter, and the Enterprise Server as the centralized repository of policy and compliance information.

Features include protection for multiple mobile platforms (Windows Mobile 5, Pocket PC, Palm, Symbian, and RIM), cross-platform policy enforcement, automatic fail-safe data destruction (offline and online), encryption, detailed reporting, real-time detection, audit, and enforcement.

Applied Identity Identiforce

Applied Identity uses a hardware-based approach to fulfill its stated mission of "building identity into the network." This approach is centered on the Identiforce Appliance, the hardware centerpiece of the company's Network Access Management Platform. The appliance's policy management

SNAPSHOT

Applied Identity Identiforce

A hardware-based approach to injecting identity intelligence into the network

www.Processor.com/AppliedIdentity

works at the network Layer 3 and readily integrates into an existing network infrastructure. The appliance manages user access control for various situations, including remote access, wireless, direct network connection, and connection from a network segment.

The approach is to associate specific network resources with

authorized users and/or groups while "cloaking" other resources behind the appliance. A key feature is the application's integration with LDAP directory services, so changes occurring in the directory that can affect employee network access status are seamlessly integrated with the Identiforce platform. According to Yankee Group, integration with directory services allows policy-based access control by leveraging already existing identity management systems.

FullArmor IntelliPolicy

According to FullArmor, there are numerous situations where the default group policies in Windows environments may not be sufficient to completely secure enterprise desktops. The IntelliPolicy product gets around this problem by extending the set of policies available to Windows environments in Active Directory and group policy management.

For example, in cases where certain applications require user administrator privileges yet it is not appropriate to grant a user such privileges, the IntelliPolicy appli-

SNAPSHOT

FullArmor IntelliPolicy

\$7 per managed machine

Extending the reach of Microsoft Windows' Group Policy approach from managing user access rights to network resources

www.Processor.com/FullArmor1

cation grants privileges on a perapplication basis, thus allowing the application to run properly without compromising security policies. Other features include group policy settings for device lockdown (including USB storage), control of Local Administrator group membership, services management, mapping of network drives and printers, creation and updates of Registry keys and values, and configuration of Outlook profiles and options, among others.

Essentially, the application fills in the gaps that the standard Windows group policy management approach has out of the box by extending its capabilities and providing settings that cover a plethora of other situations.

Manage Your Policies

Without policies, administrators could not possibly maintain a secure computing environment. And with today's regulatory emphasis on protecting the integrity of IT systems and the data they generate, sound policy management is imperative. Thankfully, there are a variety of tools to help administrators manage compliance with policies and get control of user access to their infrastructures.

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SuperTrak EX16350/EX16300 16-Port SATA 3Gbps RAID Controller

From Promise Technology

SuperTrak EX16350/EX16300 highlights:

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The SuperTrak EX16350 and EX16300 from Promise Technology are Intel IOPbased RAID5/6 controllers that combine high performance with unbeatable prices. The SuperTrak EX16350/16300 controllers include Promise advanced RAID features such as multiple logical drive support, media patrol, and bad sector remapping for maximum data protection and management.

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End Nodes - Printer Advertisement

TallyGenicom's New High-Speed Serial Matrix Printers Have Multiple Connectivity Solutions

TallyGenicom announced the 2265+ and 2280+ models of the 650 and 900 cps serial matrix printer family for time sensitive and critical business printing applications in industries such as warehousing, manufacturing, transportation, retail, and others that require multipart forms printing.



The 2265+ printer is available in a variety of configurations, making it the ideal choice for multiple connectivity environments. The configurations include parallel only, parallel with serial, internal Ethernet, PCL, and LAN IPDS for IBM AS400/iseries users. List Prices range from \$1,845 to \$2,227.

The 2280+ is available in a variety of configurations, including serial, parallel, PCL, internal Ethernet, and LAN IPDS. List Prices range from \$2,543 to \$3,709. The 2280-2T+ will be available in July 2006 for users that require the ability to print up to ninepart forms for use in industries such as transportation, customs brokerage firms, and the healthcare field.

"By adding this robust and comprehensive product line to our offering, TallyGenicom is continuing our commitment to our customers by being the solution provider for their changing serial matrix printer requirements" says Chuck Ward, serial matrix product marketing manager at TallyGenicom.

TallyGenicom continues to support Digital /Compaq serial matrix printer users. Included with this announcement is the release of the LA650 + and LA800+ for these legacy applications. These new printers replace prior models 2265, 2280, 7265, LA650, and LA800.



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The new **P7000HD Series** prints True Type™ fonts, logos, and bar codes accurately, giving users a cost-effective and highly reliable alternative to the laser printing of reports, bills of laden, forms, and labels.

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Printronix designed the P7000HD for applications typically found in manufacturing, banking, distribution, and transportation environments, such as the printing of reports, bills of laden, multipart forms and bar-code labels. The P7000HD features 11-mil (0.28mm), fine-point hammer tips that print at least 180 x 180 dots per inch (dpi). This resolution rivals the print quality of laser printers at a fraction of the operating cost.

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In addition to the deployment of 20Gbps InfiniBand in multicore server platforms, blade server platforms are driving this connectivity performance into mainstream data center and high-performance computing environments. The industry is complementing these computing platforms with a wide range of 20Gbps InfiniBand infrastructure solutions from vendors including HP, Cisco Systems, SilverStorm Technologies, and Voltaire. The growing ecosystem of InfiniBand 20Gbps technology-based suppliers is heralding the dawn of a new generation of cluster and grid deployments where the bar for application performance and resource deployment flexibility is being raised to unprecedented levels.

InfiniHost III Lx single-port 4X InfiniBand HCA (Host Channel Adapter) cards connect to the host system through a PCI Express interface. SDR (single data rate) InfiniHost III Lx cards support 10Gbps InfiniBand connections while the DDR (double data rate) version supports 20Gbps InfiniBand connections. InfiniHost III Lx HCA cards deliver the most cost effective 10 or 20Gbps solution available and feature RDMA (remote direct memory access), hardware transport, and advanced per QP (queue pair) QoS



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- Linux management and applications package available
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- InfiniBand Compatible Verbs API
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Choose Training Carefully

Certifications & Experience In Demand

by Ericka Chickowski

MOST IT PROFESSIONALS are barraged with a slew of choices when it comes to training courses and certifications. They come in every shape and form and typically give bragging rights in the form of a new string of letters on the resume once the certification is acquired.

With all of these choices, it becomes quite a task for the typical IT manager to decide what training to go through and what certifications to acquire. Because it is not possible—or even necessary-to get every certification, it becomes a matter of prioritization.

Where Do You Want To Go?

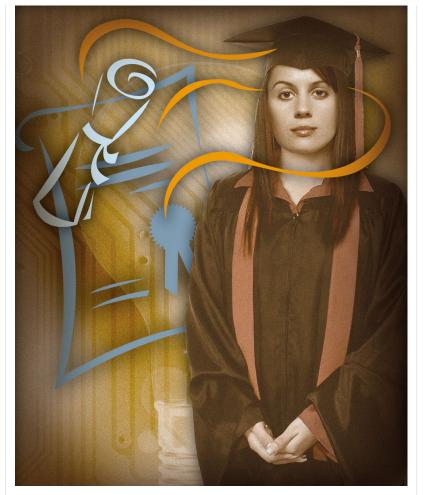
According to David Cannon, president of CertTest Training Center, one of the biggest mistakes IT managers make is only seeking out technical certifications such as the ones offered by vendors such as Microsoft, Oracle, or Novell.

He says that these types of certifications are so common and so easily obtained by those with little

experience that they aren't really a differentiator. For example, many of Microsoft's training courses and certification are available as vocational training to high school students across the country at no cost. These certifications are designed to train what he calls technicians essentially the worker bees. "To be quite frank, there are all sorts of technicians available worldwide, and there's always someone willing to do the work for less than you will," he says.

In order to truly stand out from the crowd, he believes that IT managers must get trained and certified in areas that will prepare them for management, not for another technician's job. Failing to do so can often prove debilitating to a career, he says. "Technicians who have been on the job for more than 10 years will find a barrier preventing them from being advanced into other areas of business or into management," Cannon says. "It is a frequent occurrence."

This is because upper-level management only sees these tech-



nicians as being able to handle technical elements of a project; often they get pigeonholed because they are not able to handle the nontechnical elements of project management such as budgeting, strategizing, and effectively managing staff.

He believes that training and certifying in project management and other leadership activities can give participants the edge they need to be viewed as a manager rather than a technician.

"You want to train for the job you want, not for the job you have," he says. "Do you want to be classified as the technician, always on call? Or do you want to be the manager who gets paid better, gets the credit, they listen to you, and you're not on call?"

Lay The Foundation

So what kind of leadership training and certifications should an IT manager look for, then? Cannon says that the top skill to learn is project management, for which the PMI's (Project Management Institute's) PMP (Project Management Professional) certification is the most recognized in the business world.

He explains that not only will such a certification improve your future job prospects, but it just might be the leverage you need to get more clout among the rest of your lines of business. "The running battle in organizations is that IT staff wants to run their own projects," he says. "Well, there is typically someone else running capital projects. Someone else in management with a much higher title will have a project management office. The project management office runs the project, makes all of the decisions, and receives all the credit."

Usually, those project managers are certified as PMPs. By gaining the same certification as these non-IT colleagues, you'll put yourself on the same playing field when management over a new technical project is up for grabs.

"With the certification, they stand a chance. My technique was, I would get my group certified like that so that I could walk in the room, politically, and say 'We'll run it," Cannon says, explaining his experiences when he used to work in the trenches. "And when anyone challenged me, I would say, 'My staff is certified; I am certified; are you?' And if they couldn't stand against that they'd get pushed to the side and we could take over the project."

Three Other Biggies

CertTest Training Center's David Cannon recommends a PMP (Project Management Professional) certification above all others when it comes to IT management training. As he puts it, it is the foundation on which the rest of your management training will be built.

But in order to be more than a one-trick pony, he recommends continual education and more than one leadership certification. "Long gone are the days when one certification was the silver bullet that made you," he says. "You have to do a combination.'

Below are three other IT leadership certifications that Cannon says are in the highest demand among candidates looking to break through that technician's barrier. He recommends certifying in project management and any two from the list to really get the attention of senior management.

| Certification | Abbreviation | Category | Accrediting Organization | Work Experience Needed |
|--|--------------|-------------------------|---|---|
| Certified Business Continuity Professional | CBCP | Business Continuity | DRII (Disaster Recovery Institute International) | A minimum of two years significant practical experience in at least five of the Subject Areas of the Professional Practices for Business Continuity Planners; your experience must have been within a 10-year period from your application date and focus on your business continuity/disaster recovery planning responsibilities and accomplishments |
| Certified Information Security Manager | CISM | Information Security | ISACA (Information Systems Audit and Control Association) | At least five years of information security work experience, with at least three years of information security management work experience in three or more of the job practice analysis areas |
| Certified Information System Auditor | CISA | IT Auditing | ISACA | At least five years of professional information systems auditing, control, or security work experience, although substitutions and waivers of such experience are sometimes accepted |

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Building Your Professional Career

Continued from Page 1 consultant with FGP International, says that PMP (Project Management Professional) certification is especially useful, though other general certifications are also handy in the SME space, including those that cover Cisco, Unix or Linux, Novell, Secure Sockets Layer, and DBA-related technologies.

handle budget-related tasks. These skills can help IT managers converse more effectively with executives in other departments, such as sales or manufacturing, and that communication will increase involvement in regular contributions to the business.

"What it does is give a perspective on what's important to the company and where the company's

"90% of the battles are won or lost not in the technology itself, but in the relationships and the dealings with management."

-Technisource's Jon Piot

"The other thing is critical business skills. Usually you don't get a lot of those skill sets working in IT, especially on the infrastructure side," Piot says. "90% of the battles are won or lost not in the technology itself, but in the relationships and the dealings with management."

Business As Usual

Piot explains it's now crucial to obtain skills such as project management, people management, and business communications, as well as finance and accounting, so that would-be managers can going, so you can make better decisions in the data center area," Piot says. "You'll have a lot of discretion to dictate the direction of the data center or the infrastructure, and knowing more about what's important to the company is critical at that point so you don't get the company into something that it doesn't want to be in."

To obtain these business-centric skills, some IT professionals seek a master's degree in their technical field because those programs not only deliver advancement on the technical side but also usually

include courses that focus on management, accounting, communications, and similar areas. Others enroll in part-time evening studies; Piot says that many universities have an executive education branch where you can take a three- or sixweek course in one topic.

"The other way to do it is to get a mentor within the company," Piot says. "Go ask an executive or a more senior manager in the company for help. You can use that relationship to see what they're doing, to see the types of communications or reports they're writing." According to Piot, most upperlevel managers and executives are open to the prospect of mentoring; being asked to serve as a mentor is flattering, so many people are enthusiastic when asked.

Build Your Hat Collection

Working in the SME space requires flexibility and wide-ranging skills, but it also helps to recognize that there are other opportunities besides financial gain—after all, most IT professionals will find lower compensation at smaller companies. According to Coleman, the ability to recognize those opportunities is key.

For example, an IT manager working at an SME can more easily reap satisfaction from the results of personal work, find opportunities to manage projects of different scopes, gain autonomy to make technology decisions for the company, and develop high-level relationships with company executives, Coleman says.

"Companies are always looking to get the most out of the

dollars they're spending in labor," Piot says. "The more roles you can satisfy in the company, the more apt you are to get the job, or keep the job, or get the promotion. Companies can't always afford to keep a high-level specialist. Companies are hiring people to do multiple tasks."

Five Quick Tips For Success

Joshua Feinberg, co-founder of Computer Consulting 101, offers his advice on building IT careers in the small to medium-sized enterprise space.

To be successful, SME IT managers must be able to wear many hats and take on multiple roles that often are the domain of multiple departments in larger companies.

As an SME IT manager, you'll typically be reporting to an owner or partner with a very short attention span for IT. As a result, the return on investment with any large IT project must be quick and certain. You've got to be able to crunch the numbers and sell your project—almost as if you were an outside IT consultant.

While IT managers in larger companies often network with peers in other companies, SME IT managers are better off leveraging industry-specific trade groups to meet like-minded IT managers in similar but noncompetitive businesses.

IT career options vary tremendously depending on the company size. For an SME with fewer than 25 PCs, most IT needs will be handled by an outside consultant and perhaps supplemented by an internal computer guru (a non-IT person).

5 Because SME IT managers tend to be generalists, they often outsource various projects to deeply niched computer consulting specialists. As a result, another important skill is the ability to locate, screen, hire, and manage various independent IT contractors, consultants, and integrators. As such, strong interpersonal and project management skills are a must.

_Manufacturer Presentation _

End Nodes - Printer Advertisement

Multifunction Printer

For users who are interested in purchasing a new MFP but also have extensive finishing requirements, Lexmark offers the new **Lexmark X646ef** laser printer bundle, which includes the new 4600 scanner, a T644dtn laser printer, and finishing capabilities such as stapling and sorting at an estimated street price of **\$4,449**.

The Lexmark X646ef is the first MFP in its class to feature a standard scan preview function to allow users to view a scanned document before it is processed. It is also the first MFP in its class to feature a USB port to allow users to scan to or print PDFs and images from a USB flash storage device directly from the operating panel. The Lexmark X646ef is the only MFP in its class with a color touchscreen interface and offers the fastest print speed in its class at up to 50ppm.



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Manufacturer Presentation

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Office Productivity Suites As A Service

Continued from Page 1 going to be solved with municipal Wi-Fi and the continuing proliferation of consumer broadband and fee-based Wi-Fi hotspots.

Forrester Research points to security and infrastructure issues as potential drawbacks for office suites as a service. However, considering Google's existing search appliance expertise and Think-Free's existing network-based Office offering, it appears that Web office suites are going to find their way behind the firewall and onto the corporate enterprise, possibly supplanting Microsoft Office on the corporate network.

Security of corporate data is at the forefront of many arguments against taking your office productivity applications to the Web, and your SME needs to determine its own comfort zone with this issue before migrating some or all of your SME's office productivity applications away from the desktop and to the Web.

Your own comfort level with Web office suites is going to dictate more about the benefits and

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ThinkFree

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drawbacks of taking your office productivity suites to the Web than

what we can outline here. Forrester Research's analysis suggests that to "understand if desktop productivity software as a service applies, enterprises must understand what information must be managed internally and what can be managed as a service. Mission-critical information or highly confidential information, such as customer records, are not likely candidates for a managed service." ThinkFree's Crow also emphasizes the need for an SME to find its comfort zone with Web office suites.

A Couple Options

Web office applications, while mostly in beta, are in various states of maturation. Some of the leading Web office offerings include ThinkFree Office Online beta and Microsoft Office Live Beta.

ThinkFree Office Online Beta. ThinkFree Office Online Beta (www.thinkfree.com) is a maturing Web office suite offering a word processor, spreadsheet, and presentation software accessible from any Internet-enabled PC.

ThinkFree offers three versions of its online office suite, including a free online version, a subscription-based Web version (due in Q3), and a server version for running ThinkFree Office behind the firewall or via a VPN connection for remote users.

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To support mobile users, the subscription-based and server version of ThinkFree Office includes an offline client for those times when a user might not have Internet access, such as when she is sitting on a plane.

Microsoft Office Live Beta. Microsoft Office Live (office live.microsoft.com) isn't as much a Web-based office suite as it is an "office extender." It's subscription-based and comes in three flavors: Microsoft Office Live Basics Beta (free), offering basic Web site hosting and email; Microsoft Office Live Collaboration Beta (\$29.95 per month after beta), offering Web site hosting, email, and online collaboration; and Microsoft Office Live Essentials Beta (\$29.95 per month after beta), offering Web site hosting, email, online collaboration, and Web site analytics.

Baris Cetinok, director of product management and marketing for Microsoft Information Workers Services, explains, "Microsoft Office Live services are tightly integrated with Microsoft Office programs, including Word, Excel, and Outlook, to enable businesses to leverage their documents, contacts, and other business information. With Microsoft Office Live services, they can share data very easily within and outside their companies. We also provide simple business applications to manage workgroup projects, tasks, business documents all in one place, accessible always via the Web. A seamless experience between service and software is a key goal for Microsoft Office Live."

Searching For Google & Office

Google's salvoes into Web-based office applications set off a lot of wishful speculation in online forums and blogs that its product offerings were surefire Microsoft Office killers. While the role Google plays in the future of the office suite is in dispute, it's easy to see that it can be a catalyst for innovation with SMEs to benefit.

Forrester Research says, "Consumers and small business will find a Google future appealing. These groups, those without the resources to invest in IT infrastructures, have something to look forward to with Google. They can potentially obtain basic office productivity without having to acquire the software and hardware required to support Microsoft Office."

Google Spreadsheets (spreadsheet.google.com) is an online spreadsheet application. While not as robust as Microsoft Excel, Google Spreadsheets may indeed serve the 80% of spreadsheet users who only use 20% of the features.

Writely (www.writely.com), a Web-based word processor, is a recent Google acquisition. At press time, Writely had yet to be rebranded as a Google property. Again, like Google Spreadsheets, Writely isn't as robust as its Microsoft Office counterpart but could do perfectly well serving the needs of general users.

While the Google acquisition of Writely was seen by many as a linchpin in a Web office strategy, Forrester Research sees the rumored GDrive as integral to its office strategy because secure online storage is integral to expanding the Writely service to a larger user base. (GDrive is a service that is rumored to be a future offering of Google. The speculative service would provide users with infinite storage online.)

Google Calendar (calendar.google.com) also launched to some accolades. An SME not using Exchange Server could indeed use Google Calendar to set up group scheduling. You can invite guests to a calendar event (no need for them to be Gmail addresses) and even hold online discussions about calendar events within Google Calendar.

Web-Based Offices vs. **Desktop Offices**

Cetinok offers up the following Microsoft view, "We see software as a service as an 'and' rather than an 'either/or.' While we are actively researching scenarios where it makes sense to have Web 'companions' that work in conjunction with client applications, we want to take the

time to understand user needs to get it right for our customers."

While many of these Webbased office solutions may seem intriguing, a "corporate gut check" is necessary prior to migrating some or all of your data to such services. You'll also have to sink some resources into support and retraining to migrate your users to a Web office suite.

_Manufacturer Presentation _

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Beyond Servers & Networks

Helping End Users Master Information, Not Just Software & Hardware

by David Garrett

WE'VE GOTTEN used to Google. And Yahoo! and MSN and frankly any search engine that can bring us information in seconds, from the yearly rainfall in New Zealand to a few hundred ways to make salsa (adobo, California fusion, persimmon cilantro, and even seaweed salsa, to name just a few that Google turns up in barely a second).

With the power of today's search engines, mind-boggling arrays of information are keystrokes away. And that's just the beginning. Email, voicemail, RSS feeds, podcasts, IM, and POP-plain old paper, in the form of memos, faxes, and even Post-It Notes—have risen to flood levels on the average knowledge worker's desk. No wonder so many workers feel sunk.

Yet if you ask most IT managers what their jobs entail, they'll fill your ear about servers and networks and the daily headaches of infrastructure-and not surprisingly, information itself, the asset that those servers and networks store.

Question: As an information technologist and not merely an equipment wrangler, how do you help end users find and use the information they need to do their jobs or cope with information overload?

Hide & Seek

As the author of "Information Architecture for the World Wide

Web" and the more recent "Ambient Findability," Peter Morville shows companies how to make their information more docile.

"Search," he says, "is probably the No. 1 usability problem" for rarely the wrong software that's to blame. Instead, it's how the software is configured.

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Take the example of the National Cancer Institute, for which Morville consulted. Its search engine used to return long, unstructured Word documents about succinct, carefully designed HTML pages because the Word



users of both Web sites and corporate networks. "It often creates a lot of frustration because people have very high expectations coming from a Google world, where we can search billions of documents for what we need. So why can't we search 10,000?"

Content managers and data center experts often go far to find the perfect search engine to fix the problem, but Morville says it's

documents contained greater numbers of popular search terms. The solution? Tweak the search engine to prioritize HTML over Word, greatly improving the end users' experience.

Morville also suggests that IT managers interview end users and content producers before they invest in a search or content management solution. "It's very often software first, and that's the problem. If you're going to embark on a content management initiative, you really want to tackle the information architecture challenges in parallel and do research into user needs."

To that end a basic knowledge of information architecture, the discipline that examines how to structure and present information for maximum impact, can help. (See the "Introducing Information Architecture" sidebar for a few good books on the subject.)

Common Sense

But not every solution to an information problem will bring you into a new discipline. Simple techniques and user training can go a long way, too. For instance, ask end users to adopt a common naming convention for network documents. One user might save a March letter to John Smith as LTJS-MAR9.doc, a second might save it as john's_letter_march.doc, and a third might simply call it letter.doc, making things hard to find. Instead, have them all use an agreed-upon format, such as letter.john_smith.03-09-06.doc. If the convention is adopted faithfully by all team members, it can reduce confusion quickly.

A common folder structure in which memos are stored in one place, reports in another, and spreadsheets in a third can help as well. So can portals in which users can upload, catalogue, meta-tag, and view content. Microsoft's SharePoint is a popular option; the WebEx Web Office (formerly Intranets.com) can be used for teams spread among remote locations.

Last, remember that an ounce of user training is worth a pound of new software. Most knowledge workers have surprisingly little knowledge of search tools, restricting themselves to simple keyword queries. Teaching them advanced search techniques, such as Boolean logic, can improve their satisfaction and reduce help desk calls to boot.

Too Much Of A Good Thing

Finding information is one thing. Having too much of it-information overload—is yet another. If the condition persists for too long, end users can harden themselves to new information, a condition sometimes called infosclerosis.

In "Information Anxiety 2," Richard Saul Wurman, who coined the term "information architect," argues that we've changed from a culture in which information is scarce to a culture where information is too abundant to master. Yet once again, simple techniques can help.

First, practice restraint and encourage end users to do so, too. We copy and blind copy email to dozens (and sometimes hundreds) of colleagues whose need for the information is often marginal at best. (If you doubt this, how many emails did you get last month with information you didn't really

Introducing Information **Architecture**

Information architecture concerns the design and structure of information, not merely the equipment that stores it. A basic knowledge of the field can help data center experts of any stripe. These books will help.

"Ambient Findability"

by Peter Morville

A look at how to find anything—or anyone—anywhere and at any time.

"Designing Interfaces"

by Jenifer Tidwell

A primer on the elements of interface design with end users in mind.

"Don't Make Me Think: A **Common Sense Approach To** Web Usability"

by Steve Krug A review of what end users love and hate about using Web sites and software.

"Information Architecture For The World Wide Web"

by Peter Morville and Louis Rosenfeld A widely read introduction to the

"Information First: Integrating **Knowledge And Information Architecture For Business** Advantage"

by Roger Evernden and Elaine Evernden A review of the business benefits of good information design, to employees and customers alike.

need?) Cutting down on distribution lists, as well as teaching users the basics of email filters, can offer some respite.

It also pays to remember that more technology is not always best, especially if "more" entails new versions of software with bells and whistles that few people need. Instead, use software from publishers that consistently simplify their interface, seeking elegance of form. For this reason alone the iPod has buried competing MP3 players with more features and might continue to for years. In fact, a reverence for well-designed tools has kept Apple alive in a Microsoft world, just as a reverence for well-designed information can help end users and IT managers cope with the floods of data they deal with every day.

Don't Multitask!

Studies have long shown that multitasking works for processors but not human brains. Task overhead—the time it takes to reorient yourself to a new task after switching—takes up more time than working through tasks one by one.

But a July study from the National Academy of Sciences shows that multitasking and even basic distractions can severely restrict the way we absorb information, too. The study shows that although we can learn while distracted (by a jabbering co-worker; a TV; or emails, voicemails, and other information), we learn far less efficiently and may retain less of what we learned.

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Head Of The IT Class

Training Services Abound: Which Kind Is Right For Your SME?

by Elizabeth Millard

IMPLEMENTING NEW technology or software can be a joy for any IT departmentlikely, the fresh tech streamlines operations, reduces budget hassles, or boosts processing power. But to make all that a reality, end users have to be trained so they can adapt to new processes or use the tools correctly.

In-house training is a popular option for many companies, but an overtaxed IT staff might not have time to put together an extensive training program or to become experts on a specific piece of software's functionality and features. Fortunately, training services abound, and thanks to Web-based classes and in-person instruction,

When To Do It Yourself

Not every situation is suited for sending IT to an outside trainer. Here's when IT should do

- Material covered is very specific to the company and has to use company examples to be relevant
- Software was created in-house or tweaked to such a degree that outside training would be confusing or not practical
- · Training has to include confidential company material or covers a company's particular security policies, such as password
- Only certain features or functions of a program will be utilized, making extensive training unnecessary
- Software or hardware will only be used for a limited period of time or by temporary employees

end users can get the education they need, and IT can garner the benefits of a more informed workforce.

Training Track

In choosing a training service, there are several aspects to consider, experts note. Whether the material is delivered online or through a classroom setting, a training program should be able to accommodate multiple levels of expertise, delivering higher-paced education to those who learn quickly but also guiding less speedy learners as well.

"Companies should set expectations

about what they want to get out of the training and find a service that understands those goals," says Ron Perry, a professor of information technology at the Rochester Institute of Technology. "Find a place that emphasizes practice as much as classroom learning."

A training service should offer follow-up or refresher courses that users can take if they want to increase their knowledge of a program after they've had a chance to use it. Many times, a basic course in an area such as database management is enough to get users started, and then when they're comfortable with the software and processes, they can move to the next level.

Particularly good training companies also boast support for students, both when they're in class and after the training has been completed.

Users that are struggling to understand the material benefit from not having to wait until the next class session to ask questions, and effective training services offer teacher emails or other support, which also reduces the chances of employees knocking on IT's door with questions about course material.

Class Time

One of the most effective ways for end users to learn is in a classroom setting, experts note. A number of software courses are available, depending on a company's location, and firms such as New Horizons have been aggressively expanding over the last few years and integrating more Web features into its services.

An increasingly popular choice for small to medium-sized enterprises because of its affordable courses, New Horizons has centers across the country and is particularly well-geared toward teaching end users Microsoft and Adobe applications. The firm does have specialized training for developers as well, but SMEs may want to check out the company's offerings in desktop publishing, contact management, and project management.

Especially helpful is that the firm can customize interactive training for application courses that address a company's specific needs. For example, if end users are going to be building macros for Excel or using Word tables extensively, New Horizons will dig deeper into training for those tasks.

According the company, its Integrated Learning Manager brings together all of New Horizons' education techniques into one Web-based portal. Classroom instruction, e-learning, and online resources are offers a way to manage customer voice contacts within a Cisco IP architecture, the vendor can arrange for either a trainer to prep staff or for extensive training materials that will help a company to do its own education in-house.

Another vendor with extensive training resources is, not surprisingly, Microsoft. For SMEs that are gearing up for the next major OS upgrade, Microsoft's formidable training might be a welcome option. The company utilizes certified partners for classroom training and has a directory of



blended and can be tweaked for specific business goals or to generate reports on student progress. Companies can be frugal, spending just a few hundred dollars for basic courses, or make learning more extensive by adding mentors and Webinars.

Another strong choice is ExecuTrain, which also has offices throughout the United States, as well as in other countries. The firm has a strong focus in Adobe and Microsoft products but also offers training in database and collaboration tools such as Goldmine, DBase, and Oracle.

Online courses range from \$200 for business management education up to \$1,700 for more professional courses that encompass networking and operating systems or programming and Web development.

Vendor Specific

In some cases, it makes more sense for a particular vendor to do the training, especially for complicated hardware or higher-level material. In these cases, software might combine with hardware, and if both are vendor-supported, training is likely to be added as an incentive for purchasing a bundle.

A prime example is Cisco, which has a number of bundles available that can be tailored to a specific industry such as education or healthcare or to a product grouping such as IP communications products.

If an SME implements a Cisco product such as IP Contact Center Express, which

training centers on the education portion of its site. But SMEs can also tap into the company's storehouse of books and elearning, and its free training sessions on the functionality of its products is particularly compelling.

By putting together an education program that might include classroom time, some Web-based support, and free online courses from vendors such as Microsoft, user training can easily go from chore to boon.

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DUVCIONI

Racks & Furniture

■ Rittal released the new Toptec CR outdoor enclosure to offer protection for outdoor instruments and equipment for mobile telephony or data transmission. Made of welded stainless steel, galvanized and zincphosphated sheet steel, and aluminum, the twin-walled Toptec CR features TS 8 accessory compatibility, modular climate control, a vented rain canopy, condensation control, and tamper-resistant construction. See Rittal's site for dimension options.

COMMUNICATIONS

Content Networking

■ Allot Communications has released two new traffic-management devices, the AC-804 and AC-808, as part of its NetEnforcer AC-800 series of devices. Aimed at small to midsized service providers, each new model uses DPI (deep packet inspection) to provide network managers a view into network traf-

fic for monitoring and controlling traffic and user behavior. The AC-804 has four GbE (Gigabit Ethernet) ports, while the AC-808 has eight GbE ports. Both models are available in various operational speeds and with copper or fiber-optic interfaces. In addition, both devices come with Allot's NetXplorer centralized management technology for end-to-end visibility and analysis of bandwidth usage for users and applications.

Router

■ Linksys added two routers to its Small Business Series line. The 4-Port Gigabit Security Router with VPN (model RVS4000) and the 4-Port SSL/IPsec VPN Router (RVL200) protect remote workers and small businesses. The RVS4000 offers port-based VLAN support, DCHCP WAN and LAN support (with Dynamic DNS), and ACL (access control lists). It also offers intrusion detection (IDS/IPS) and has a 4-port switch that features automatic MDI/MDIX detection and rate negotiation. It supports Linksys QuickVPN client software and five IPSec VPN tunnels. The

RVL200 supports five SSL tunnels and one IPSec branch-to-branch tunnel, as well as support for mapping four LAN ports to up to 16 VLANs. It also upholds QoS, defends against DoS, and offers DMZ configuration for any of the ports on its built-in 4-port switch. The RVS4000 and RVL200 are available for \$129 and \$199, respectively.

Security

■ Clearswift released the latest version of its email security appliance, MIMEsweeper SMTP Appliance version 2.4. According to Clearswift, the appliance is targeted at enterprises of all sizes and has several new features, including the latest SpamLogic engine. It also offers integration with thirdparty archiving and encryption software, as well as PMM (Personal Message Management). Enterprises interested in multibox deployments will find that MIMEsweeper now lets them configure one appliance and then replicate it on up to seven other machines at once. The appliance also features Message Parking, which holds certain emails until it can deliver them at a time when bandwidth is not so heavily used. It includes granular policy management, TLS encryption, Kaspersky antivirus, and the bidirectional MIMEsweeper content filtering engine. Customers with fewer than 500 mailboxes can choose between models CS250 and CS500, while customers who have 500 to 1,000 mailboxes can buy CS1000. EN10 and EN20 support businesses with more than 1,000 mailboxes.

■ IronPort can protect customers from email bounce attacks with its new appliance-based IronPort Bounce Verification technology. The package signs the email's return address to help sort legitimate bounces from illegitimate ones. The package is compliant with the BATV (Bounce Address Tag Validation) standard expected to enter the standards process.

■ KeyPoint Alchemy, a new appliance from **RedCannon**, secures networks from threats borne on USB flash memory drives *Go to Page 17*

High-Capacity Storage With Style

Sans Digital Offers Compact RAID Array With Five Drive Trays

by Bill Hayes

SANS DIGITAL NOW OFFERS an external compact RAID array intended for file servers, videoediting, and data storage. Called the MobileRAID series MR5CT1, it is the first compact RAID 6 subsystem enclosure to offer USB 2.0, SATA to FireWire 800 1394b, and eSATA to SATA interfaces.

The MR5CT1 features five hotswappable 3.5-inch SATA drive trays in a 7.3- x 6.9- x 10.5-inch (HxWxD) enclosure. The enclosure also contains an OS-independent, built-in, high-performance RAID controller with a highperformance Intel 400MHz I/O pro-cessor and a 200-watt power supply. Hard drive, fan, and temperature failure detectors are provided to ensure system stability, and five LEDs show hard drive status with an additional three environment status LEDs.

The MR5CT1 can support a 3.75TB maximum storage capacity with a 2TB maximum volume size. It accommodates the latest 750GB hard disk drives. SATA I and SATA II hard disk drives, SMART, NCQ, and OOB staggered spin-up capable drives are supported. The MR5CT1 allows

maximum transfer rates of 480Mbps for USB 2.0, 800Mbps for FireWire 800 1394a, 1.5Gbps for SATA I, and 3Gbps for SATA II hard drives. Communications with the drives and the RAID controller is handled by its Marvell SATA II chipset.

The manufacturer states the MR5CT1 RAID subsystem can also be easily scaled to RAID levels 0, 1, 1+0, 3, 5, and 6. Additionally it can be set up as a simple JBOD drive spanning configuration. The MR5CT1 also supports a Hot Spare in either RAID 3, 5, or 6.

While the MR5CT1 does not have an encryption chipset, it works with nearly any off-the-shelf data encryption software.

The embedded RAID manager can be controlled through a LCD panel or via an RS-232 interface or 10/100 Ethernet connection. Web browser-based RAID management is available via RS-232 for Windows, Linux, and BSD environments.

The MR5CT1 allows online array roaming, online RAID level, and RAID stripe size migration. It even simultaneously allows online RAID capacity expansion and RAID level migration. Automatic drive insertion and removal detection and automatic drive rebuilding is supported.

Multiple RAID selection is permitted, so two different volumes can be assigned a different RAID level. If using this feature, the eSATA I/O port and the Fire-Wire I/O port offer dedicated communication paths for the two RAID volumes with one I/O port per volume.

While the MR5CT1 does not have an encryption chipset, it works with nearly any off-the-shelf data encryption software, including Cryptainer (www.cypherix.com), says Robert Aguilera of Sans Digital.

By comparison, mobile fivedrive RAID 5 products include the Micronet Platinum RAID, the ThinkCP Fire-n-Ice IceCube II, and the Wiebtech SilverSATA V.



SNAPSHOT

Sans Digital MobileRAID MR5CT1

Starts at \$1,745

High-capacity storage tower using common connections for ease-of-use; scalable to RAID 0, 1, 1+0, 3, 5, and 6

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The Micronet Platinum RAID (www.micronet.com) supports a five-drive RAID 5 array with SATA II drive to Ultra320 SCSI controller, USB 2.0 and FireWire 800 1394b interfaces. The Think-CP Fire-n-Ice IceCube II (www .thinkcp.com) features a 2.5TB RAID 5 array with Ultra DMA 133-to-SCAII controller and FireWire 800 1394b and USB 2.0 interfaces. The WiebeTech SilverSATA V (www.wiebetech .com) supports a five-drive RAID 5 array with single cable connection to proprietary SATA II host card.

Storage Security

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Continued from Page 16

but doesn't unnecessarily curtail the drives' functionality, the company says. The policy-based appliance secures, manages, and tracks any USB key so it can be used as a laptop alternative that's portable among workstations. Push technology automatically updates the applications, content, authentication tokens, and security policies on each drive. KeyPoint Alchemy also provides provisioning, password reset, and remote destruct functions.

Switch

■ Advantech's eAutomation Group introduced the ADAM-6521ST industrial switch. This switch has four 10/100Mbps Ethernet ports and one multimode ST-type fiber-optic port that helps eliminate noise interference and allows transmission distances up to 2km. The ADAM-6521ST supports a voltage range of +10 ~ 30Vdc for power input, 3,000Vdc power surge protection, and 4,000Vdc ESD (electrostatic discharge) protection on the RJ-45 Ethernet ports. Additionally, each port has two LEDs to indicate link status and transmission speed.

■ **SMC's** new EZ Switch 10/100/1000, model SMCGS24C-Smart (\$399.99), is a refresh of the SMCGS24-Smart. The new edition has the option to add four SFP fiber ports. As it stands, the stock SMCGS24C-Smart boasts 24 gigabit copper ports, QoS with four priority queues, link aggregation, browser-based management, VLANs, and SMC workgroup features such as IGMP Snooping and Cable Diagnostics.

■ Sonus Networks released the NBS (Network Border Switch) designed to provide carrier-class IP-peering and security to smaller IP-based voice networks. Sonus' NBS combines session border control, PSTN gateway services, and security services into a carrier-class system. The NBS is IP-based and allows network operators to control IP signaling options that include SIP, SIP-T, and H.323. Sonus' NBS also features network address and port translation, sessionbased firewall functionality, and traffic control. The NBS has a small form factor, and it's targeted at regions that do not require the capacity and density of a larger switch.

END NODES

Printer

- Lanier Worldwide introduced three hybrid desktop printers with the Lanier GX3000, GX3050N, and GX5050N Gel-Sprinter printers. These printers deliver up to 29 or 30ppm in color or black-and-white with image quality up to an equivalent of 3,600 x 1,200dpi. All three printers use gel ink technology. The GX3050N has network connectivity. At 30 ppm, the GX5050N is slightly faster than the other two models and has a higher duty cycle. The GX3000/ 3050N/5050N printers cost less to acquire than a low-volume desktop laser printer and offer a comparable cost per page to laser printers for both full-color and monochrome output.
- Lexmark released the C770 family of workgroup color laser printers for business. The new printers include the Lexmark C770n and C772n color laser printers and the Lexmark X772e color multifunction product. Each unit can print up to 25ppm in color or monochrome. The C770 line also features networking ports, a USB port for

printing from a flash drive, an 800MHz processor, and the capability to handle multiple media types, such as glossy card stock and vinyl labels. The Lexmark C770n can accommodate a 10,000-page toner cartridge, and the C772n can handle up to a 15,000-page toner cartridge. Both units are currently available for \$999 and \$1,499, respectively. The Lexmark X772e MFP will be available by the end of next month at an estimated street price of \$4,499.

.

■ Ricoh has announced its first color MFD with GelSprinter viscous ink-based printing technology. The new Aficio 615C (\$3,880) offers 15ppm black-and-white and 6ppm color prints for small work environments. It can scan at 600dpi, and including its two bypass trays and optional paper bins, it has a maximum input capacity of 1,351 sheets. Web management, DOSS security,

LDAP support, PDF Direct Print, and an

RPCSTM driver round out the 615C's

major features.

■ Samsung announced two new monochrome laser printer series. The ML-3051 Series features 30ppm speed, an 8.5-second Go to Page 18

NAS Backups Move Into The Fast Lane

New Ethernet-To-SCSI Appliance From ATTO Technology Offers NDMP Support

by Joseph Pasquini

As the deployment of NAS (network-attached storage) technologies continues to permeate across the corporate spectrum, so too does the demand for integrable, high-performance backup solutions also capable of minimizing traffic across the wire. ATTO Technology's FastStream NDMP 4600 Ethernet-to-SCSI appliance helps network and storage managers mitigate bandwidth concerns with its NDMP (Network Data Management Protocol) infra-

For those not familiar with NDMP, it is an open-standard protocol used to control data backup and recovery communications between primary and secondary storage in an enterprise-wide heterogeneous network environment.

The key benefit of NDMP is its separation of the data

path from the control path, which serves to increase

NAS performance while reducing network utilization.

The key benefit of NDMP is its separation of the data path from the control path, which serves to increase NAS performance while reducing network utilization.

With its 1U footprint, the OSindependent and rack-mountable NDMP 4600 lets a firm reduce storage costs by leveraging existing SCSI-based tape libraries. "ATTO designed the ATTO FastStream NDMP 4600 for users looking to optimize the backup process in their NDMP installations," says Sherri R. Lloyd, director of markets for ATTO Technology.

According to ATTO, the unit's transfer rate of 120MBps per Gig-E port allows it to operate at near-native wire speeds. "We maximize the performance of filers by offloading the tape server workload. This allows the filer to concentrate on its responsibilities as a file server," says Lloyd.

Sporting four independent 100/1000 Ethernet ports, the FastStream NDMP 4600 features two independent Ultra320 LVD/SE ports for connecting to SCSI devices. The 4600 is also backward-compatible with all low-voltage differential and single-ended SCSI devices. All SCSI devices, including hard disk drives, tape drives, RAID controllers, and other media libraries (DVD, MO, and CD), are supported. Support for Virtual LANs and NDMP version 4 is also provided.

To streamline integration within NDMP environments, the FastStream appliance sports a Web-based GUI known as ExpressNAV. This graphical management console lets administrators save and restore configurations, as well as perform remote administration and diagnostic activities. Email notifications can also be configured to be automatically sent to administrators in the event of an error condition. For locally based administration, the appliance features command line and menubased ASCII text management access via its RJ-45 Ethernet management port as well as an RS-232 console port. SNMP is also supported.

In addition to the FastStream, another NDMP backup appliance currently on the market is the DinoStor TapeServer (www.dino stor.com). Both solutions feature Gigabit Ethernet-to-SCSI connectivity with the DinoStor also offering a single Fibre Channel connection and support for iSCSI.



SNAPSHOT

ATTO FastStream NDMP 4600

\$6,995

OS-independent Gigabit Ethernet-to-SCSI appliance reduces strorage costs by using existing SCSI-based tape libraries

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Continued from Page 17

first page turnaround, a 35,000-page monthly duty cycle, and a 1.5-cent-per-page cost of operation. Base prices range from \$249.99 to \$349.99, the latter for the 3051ND duplexing model. Down the price scale, the ML-2500 Series features three 25ppm models with 8.5- to 9-second first page prints, 1,200 x 600 to 1,200 x 1,200dpi resolution, a 10,000-page duty cycle, and an operating cost of 2.7 cents per page. Pricing ranges from \$129.99 to \$229.99.

■ A new device from **Sharp** bridges the gap between fax and email, and it does it over broadband. The new BroadbandFax UX-B800SE (\$159.99) is an MFD that can send documents in PDF or TIFF format directly to an email address, which the user can type in using an included keyboard. Secure faxing, double-sided document support, and built-in inkjet printing round out the fax feature's specs. The BroadbandFax also acts as a copier, a phone, and a scanner.

Server

■ IBM has announced that it will add new AMD Opteron-based servers. According to IBM, the new servers provide a 21% improvement in performance compared to the previous generation of servers. The new servers include IBM's Enterprise X-Architecture, a snap-in scalable blade server design, HyperTransport technology,

Xcelerated Memory Technology, IBM PowerExecutive software, IBM Thermal Diagnostics, and IBM Director and Virtualization Engine. The new servers include the BladeCenter LS41 with two- to four-way blades, BladeCenter LS21 with two-way blade, System x3755 for large corporate environments and scientific computing, System x3655 for business intelligence and VoD, and System x3455 for scientific computing, databases, and Linux clusters. The products will be released next quarter.

Storage

■ Lexar Media launched its PowerToGoloaded JumpDrive Lightning USB Flash drive, which lets you install and use many standard Windows applications directly from the Flash drive on any computer that supports USB. In addition, the new drive comes preloaded with EverNote, a software application that lets you use the Flash drive to capture, store, and access information such as handwritten notes, Web clips, emails, phone messages, addresses, passwords, brainstorms, sketches, photos, and documents. The units also include Lexar's Secure II software, which offers 256-bit AES Encryption for files and other items saved to the Flash drive. The 1GB version is currently available for \$79.99.

Components

■ Intel announced its latest line of Core 2 Duo and Core 2 Extreme processors,

designed for consumer and business applications. The 10 new desktop and mobile processors are based on Intel's Core microarchitecture, which utilizes two cores mounted onto a single die to deliver better multitasking performance while simultaneously reducing the overall power demand. Some features include Wide Dynamic Execution, which lets each core process up to four instructions simultaneously; Smart Memory Access, which makes more efficient use of the available system memory; and 64-bit extensions, which let the processor work in both 32- and 64-bit environments. The Core 2 Duo desktop processors starts at \$183.

- QLogic released the Sun StorageTek Enterprise Class 4GB FC PCI Express ExpressModule HBA (host bus adapter). Users can add or remove it without opening or turning off the server, such as servers running Sun Microsystems' Sun Blade 8000 with Linux, Solaris 10, or Windows, allowing the system to deliver exceptional uptime for enterprise servers in a storage network, according to QLogic.
- Supermicro Computer announced two motherboards: the PDSBE, based on Intel's P965 chipset, and the PDSBA, based on Intel's G965 chipset. The PDSBE motherboard supports one Intel Core 2 Duo processor with a 1,066/800/533MHz system bus in an LGA 775 socket. Four DIMMs supply support for up to 8GB of unbuffered DDR2-

800/667/533 memory. The PDSBE mother-board also features three PCI-Express x16/x4/x1, four 32-bit legacy PCI slots, four SATA ports, 10 USB 2.0 ports, 7.1 channel audio, and an Intel PCI-Express Gigabit LAN port. The PDSBA motherboard comes equipped with the same features as the PDSBE, but the PDSBA includes integrated Intel graphics with Windows Vista support. Both motherboards come in the ATX form factor and include Super Doctor 3 management software.

SOFTWARE

Content Networking

■ F5 Networks introduced an updated version of its WebAccelerator product, created to improve the performance and reliability of Web applications. Aimed at large enterprise organizations, the new software is built upon F5's TMOS (Traffic Management Operating System) architecture and offered as an add-on module for the BIG-IP 6400, 6800, and 8400 platforms. The offering is fully customizable and has been tested to work with top Web application platforms from Microsoft, Siebel, Oracle, and Plumtree/BEA Aqualogic.

Database & Data Mining

■ Business Objects launched a suite of data-quality applications called Business-Go to Page 19

Embedded Platform Offers The Right Mix

WIN Enterprises' PL-07027 Delivers Lots Of Capability In A Small Package

by Paul Ferrill

EMBEDDED COMPUTERS have been used in a wide variety of applications for almost as long as the general purpose computer has been around. In today's market the keys to a good platform for an embedded application are low power and flexible configuration. The WIN Enterprises PL-01027 delivers both.

The PL-01027 offers three different processors, including a

low-power 400MHz version, a 1GHz model, and a 1.5GHz model. Both the 400MHz and 1GHz models will run without a fan if the application requires it. Four 10/100MBps Ethernet ports open up a number of possibilities for networking applications. Operating system choices include both Windows and Linux.

Development options are many. For Windows the device will run any application developed for that platform. Microsoft's Visual

Studio is a good choice for a development environment with multiple languages supported. The integrated debugging tools make it easy to fix problems, as well. Linux offers even more options with many open-source projects to choose from. You can also find a number of open-source support libraries for networking and VoIP applications from places such as Sourceforge.net.

For disk storage the box supports either IDE or SATA. There's also a CompactFlash type-II socket inside the box if the application doesn't require any disk storage. A single USB

2.0-compliant port is provided on the rear of the box for attaching external storage. The PL-01027 was designed to work headless, meaning there is no way to connect a keyboard and monitor. You can connect a serial cable and communicate with the box that way, however.

The PL-01027 is fully RoHS (Restriction of Hazardous Substances)-compliant, which is required for all electronic equipment sold in the EU market beginning July 1. RoHS was one of the reasons for redesigning a similar product the company offered. It was also driven by the

obsolescence of several key components used in the earlier version.

The combination of flexibility and RoHS compliance make this box a good choice for any number of embedded applications. One of the early adopters of the PL-01027 is using it in a VoIP application, and another is using it as a dedicated firewall. Because the WIN Enterprises PL-01027 is so new to the market, there are no clear direct competitors at this time.

SNAPSHOT

WIN Enterprises PL-01027

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Continued from Page 18

Objects Data Quality XI. The suite includes tools that help users standardize on one data-quality platform, scale data-quality deployment to meet current needs, and make data-quality tools easier for more users to use. The suite is part of Business Objects' EIM (enterprise information management) approach to provide a data foundation for BI (business intelligence) and performance-management plans. Among the new features in the suite are a centralized business rule repository that lets users create business rules and a service-oriented architecture that lets different departments in an organization access and share the business rules repository. The Data Quality XI suit is expected to be available in Q3.

Network & Systems Management

■ AdventNet released the Enterprise Edition of ManageEngine Applications Manager. With the Enterprise Edition, administrators can manage and monitor thousands of servers and applications using

a distributed architecture. Enterprise Edition also uses a central server to provide a single view for all performance data. Applications Manager can monitor a variety of application servers, databases, servers, Java Web transactions, and more.

■ CNS Software has announced WinRadar 2, which provides more features to Active Directory without any scripting required. The software performs repetitive tasks related to the Active Directory and provides a domain controller interface. WinRadar 2 lists running processes and installed programs. An administrator can select any process to terminate or program to uninstall. The software also facilitates the discovery of redundant software. With WinRadar 2, a system administrator can manage the network from a central system, update users, view hotfixes, and inspect service packs. WinRadar 2 also offers tools for remotely rebooting, shutting down, or inspecting systems.

■ F5 Networks announced the latest iteration of its Enterprise Manager software and the Enterprise Manager 3000 platform, which are designed to help large businesses and organizations provision and manage up to 300 of F5's BIG-IP devices. Enterprise Manager 1.2, compatible with the 500 and 3000 series platforms, now features centralized configuration and policy management functions that let users simultaneously configure multiple local and remote BIG-IP units. The new Enterprise Manager also lets users create templates to cut down on the occurrence of manual errors. Current customers can upgrade to Enterprise Manager 1.2 free of charge.

■ Firetide has launched Firetide 3.3 for multiservice wireless networks. The new version adds support for simultaneous video, voice, and data applications over a wireless mesh network. The product includes flowbased routing for up to 32Mbps of throughput as well as link quality, link capacity, link type, hop count, load balancing, static routes, and broadcast containment. Firetide has also added WPA2 encryption, digital certificates, firmware signatures, and improved password protection.

■ Transition Networks announced Focal Point 2.1 SNMP software designed for full SNMP read/write management from a GUI. Focal Point 2.1 features include status monitoring, a universal trap viewer/receiver, and one-click telnet. The software allows the user to enable and disable features of media converter modules such as AutoNegotiation, AutoCross, Link Pass Through, and Far End Fault. Focal Point 2.1 runs on Windows, HP OpenView, HP UX, Sun Solaris, Java Runtime Engine, and Linux software platforms.

Physical Infrastructure

■ Avtech Software released an update for its Avtech Device Discovery Utility. Users can download Device Discovery 2.5.0, which supports multiple network cards and Go to Page 20

Manage & Consolidate Your Compliance & Security Concerns

A10's IDSentrie 1000 Provides IT Admins With NAC & IAM Management In One Low-Cost Appliance

by Robyn Weisman . . .

NAC (network access control) and IAM (identity access management) have become big subjects of late, now that companies big and small have to stay on top of both compliance and security matters. Startup company A10 Networks has come up with a hardware solution that streamlines many NAC and IAM concerns. Called the IDSentrie 1000, this appliance manages a host of tasks, from managing accounts and passwords of an organization's employees to correlating network IP addresses with a given user without having to manually backtrack through a bunch of IP addresses.

"If an SME [is] suffering from specific pains—like proliferating guest access and hard-to-secure network perimeters because [it has] deployed wireless or remote access or need[s] better visibility for auditing and compliance purposes—then an appliance like A10 can help," says Forrester Research enterprise networking senior analyst Rob Whitely.

For his part, Whitely recommends the IDSentrie 1000 as an immediate turnkey solution for many SMEs because it simplifies deployment, is easy to manage, and often succeeds in delivering the "80/20 rule—80% of the functionality of more complex, disparate solutions at 20% the cost."

According to A10 Networks' director of product marketing, Philip Kwan, A10 targets the IDSentrie 1000 at three different "pain points" for SMEs. "These are central account management, regardless of where the account resides; our user self-help portal,

which helps users take corrective actions on their own without having to get a bunch of IT guys or HR people involved; and [the ability to] implement a component or module from that they want to implement but find to be too expensive from a large vendor," Kwan says.

In addition, the IDSentrie 1000 offers centralized password and account management, group management, access rights management, and support across user data stores for those using Microsoft Active Directory, LDAP, Open-LDAP, Kerberos, Novell eDirectory, Solaris, Red Hat Linux, and various flavors of Unix, among others, says Kwan.

"An IT person can now provision or, more importantly, deprovision and terminate access from one area rather than having to log in to each and every one of those directory services or independent file servers to delete accounts. This becomes extremely helpful [in maintaining] Sarbox or HIPAA compliance. I can now terminate and disable users' accounts and access rights with one button," Kwan says.

"This is an interesting product that sits at the crossroads of NAC and IAM, and the competition could technically span far and wide, depending on which piece you want to emphasize," Whitely says. According to Whitely, several other vendors are trying to bring identity awareness and access control mechanisms into the network, including Infoblox, MetaInfo, BlueCat, Applied Identity, and Identity Engines, all of which offer slightly different differentiations but will be vying for the same budget dollars as IDSentrie 1000. In addition to these companies, Cisco, Microsoft, and other big vendors also offer evolving SME products.

"IDSentrie does well to give both policy capabilities (the ability to inherit or define identity and access rules), as well as enforcement capabilities by including RADIUS and DHCP," Whitely says. "This puts them more squarely in competition with Infoblox and MetaInfo, so it will come down to aspects like easeof-management and cost to win over SME customers."



SNAPSHOT

A10 Networks IDSentrie 1000

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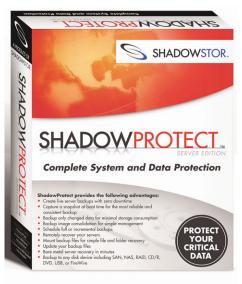


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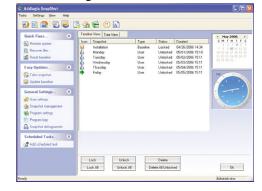
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Addlogix SnapShot Disaster Recovery Software

What is Addlogix SnapShot: It is the most powerful and most

complete computer system and data maintenance software. It allows computer users to easily and quickly fix their computer. It can recover lost and/or corrupted files or restore an entirely crashed system to a stable working state in seconds.



How it Works: Addlogix

SnapShot allows users to cre-

ate "snapshots" (maps of the hard disk sectors and the maps' indexing system) of the computer system and data at different times. Users can then select a specific snapshot to recover files or restore the entire system to. Theoretically, Addlogix SnapShot only takes 0.07% total hard disk space to create all the snapshots. However, each snapshot might contain different amount of user data; therefore each snapshot size might differ.

Selective Data Recovery: Addlogix SnapShot offers a unique feature that allows users to preserve or transfer files and data in the current snapshot to another snapshot during a restore process, and therefore not lose any data during the process. For example, users can create a snapshot of the current system before restoring to a selected snapshot. Or users can restore the system with the Advanced Data Synchronization option, which allows users to manually select the files they want to be transferred to the restored snapshot.

- · Recover deleted, corrupted files
- · Restore an earlier version of a file
- Restore the entire system to a clean state after virus attacks
- Restore crashed system to working state
- · Reset publicly shared system to clean, preconfigured states after each session
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- Complete removal of Trojan Horse or spyware



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Product Releases

Continued from Page 19

lets users click column headers to sort devices. The software also has a new Save Settings feature and a Restore Settings feature. The features let users save device settings to (and restore settings from) a file. The software also includes a Synchronize Time feature that prompts devices to request time updates via NTP settings. A new menu lets users access several settings, including the new features.

Avtech also released an update for its PageR Enterprise software. The enhanced PageR Enterprise 4.4.2, a Windows System Monitored Object, covers all Windows OSes, including Windows 2003 Server and Vista. It also lets users make configuration backups before saving changes. The software enhanced the Alarm Object so that a specified Task Object can execute when the alarm clears. Users can also modify the text that accompanies specific Alarm Cleared messages. A new option lets the program log alarm notifications to a Notify.log file. The Globals 2 tab now lets users scan for items that have changed since the last configuration. Users can now choose whether to download images with the page via the Web Page Monitored Object. The update also resolves an issue that surfaced after a recent Windows Service Pack.

Security

■ AEP Networks and Lockdown Networks have formed a licensing, co-development, and marketing partnership in which AEP will integrate Lockdown's NAC (Network Access Control) Lockdown Enforcer technology into its own Policy Networking security products. The agreement will see the companies enhance the integration abilities of Lockdown's iNAC in order to use Lockdown Enforcer technology for endpoint health-checks, quarantines, and remediation uses while working in conjunction with AEP's NSP (Netilla Security Platform) SSL VPN. The resulting product will be available via AEP channel partners. Lockdown Enforcer is an all-inone NAC app that aims to automate enforcement of security policies based on several factors to increase network uptime and security, while enhancing user access at the same time.

■ Aladdin Knowledge Systems announced its Aladdin eSafe gateway-based content

security solution now offers enhanced AppliFilter features that allow organizations to block file sharing in IM applications. eSafe's AppliFilter lets organizations retain the benefits of using IM while gaining Internet protection that stops the transfer of files that may contain malicious code, pirated content, or confidential data. AppliFilter works with ICQ/AOL Instant Messenger, MSN Messenger, Windows Messenger, and Yahoo! Messenger traffic. It can also block Skype transfers. The new AppliFilter rules are available to all eSafe 5 customers using Aladdin's eSafe Care update system.

■ GFI Software has introduced GFI EndPointSecurity ReportPack, which provides reporting tools to its GFI EndPoint-Security software. The ReportPack lets administrators create reports for portable devices, such as media players, portable USB drives, flash memory cards, CDs, floppy diskettes, PDAs, cell phones, network cards, and notebook computers. Reports are generated based on usage events for the portable devices. The GFI EndPointSecurity ReportPack can also create reports about blocked devices, portable storage device usage trends, and user-grouped lists of connected devices. GFI EndPointSecurity ReportPack is a free download for GFI EndPoint-Security customers.

■ Lakeview Technology and Innovatum have announced a cross-platform compliance monitoring program aimed at centralizing audit data and business-rule management. The solution uses Lakeview's MIMIX replicate1 data-replication technology and Innovatum's DataThread auditing software. The companies, along with IBM, will sponsor a related one-hour Webcast Aug. 15 at 11:30 a.m. EDT to provide details on improving multiple-computing environments. (You can register at www .mimix.com/events/sregister.aspx?sn=1009 3&sm=y.) Scheduled discussion topics include recovering ROI through centralization and automation of compliance monitoring, using the i5/OS platform for security and compliance, and centralizing monitoring and more using replication software.

■ StillSecure unveiled VAM 5.5, a vulnerability management software. VAM 5.5

Wipe Your Disks Clean

Safely & Permanently Erase Magnetic Media With Verity's V660 HDD Evo

by Julie Sartain

A MIDSIZED, southwest mortgage company decided to upgrade all of its servers to dualcore systems and replace all of its desktop computers with laptops. Its old equipment, like all banks and mortgage companies, contained a great deal of sensitive data that would require many hundreds of manpower hours to erase.

Instead, it found Verity Systems' V660 HDD Evo infrared controlled degausser was a great solution. Designed to safely and permanently erase hard disks in just five seconds, the degausser uses a strong magnetic

field to erase all the information recorded on the hard disk (or other magnetic media).

"For a desktop unit that measures just 16 x 19 inches, we have achieved a strong 6600 gauss field powerful enough to erase hard drives completely in just five seconds," says Brian Fleming, technical director at Verity.

You cannot just overwrite magnetic media; that does not completely erase the data. Reformatting hard drives takes a lot of time, and multiple tracks are often missed in the process. This means huge chunks of sensitive data are left on the disk for anyone to access. Only a degausser can safely and positively remove 100% of the data on a hard disk.

concurrently manages more users, devices, and scans than previous VAM versions. Network administrators are able to scan up to a million devices and track up to a billion vulnerabilities. In VAM 5.5 overall scanning speeds have increased by up to 400%, while importing and viewing new scan data is up to 200 times faster than previous versions. VAM 5.5 also features dynamic report filtering, integration with Security POV, and reduced hardware requirements. VAM 5.5 is sold on an annual subscription or purchase-plus-maintenance basis that includes product upgrades, rule updates, and engineer-delivered customer support.

■ Tenable Network Security unveiled compliance plug-ins and policy creation tools for Tenable Security Center 3.0 and Tenable Nessus 3.0 Direct Feed subscribers that offer an agentless approach for conducting compliance audits. The new plugins improve Security Center 3.0 and Nessus 3.0's ability to accomplish audits efficiently and economically through asset centric analysis, configuration audits, and security event audits. Asset centric analysis combines network scanning, passive network monitoring, and integration with existing asset and network management data. Configuration audits verify that servers and devices are configured according to set standards. Security event audits use realtime monitoring to map normalized events

Storage

to a "compliance" event.

- EMC unveiled the latest version of its ControlCenter SAN Advisor, a resource management application that lets administrators configure new and existing SANs to work together. Designed for SMEs, the ControlCenter SAN Advisor 5.3 features added support for zoning, virtual SANs, and rule customization. The software includes a risk-free environment for fixing and changing the SAN and is capable of validating the current SAN configuration for best practice compliance. Pricing for the ControlCenter SAN Advisor is based on capacity and starts at \$5,000.
- Mirapoint and BakBone Software have partnered together to offer Mirapoint customers a combination of BakBone's NetVault suite of backup and restore

software solutions and Mirapoint's Secure Messaging Infrastructure. This partnership combines messaging and backup expertise to solve previous compatibility problems with email backup. BakBone and Mirapoint have configured their products for seamless integration using NetVault's NDMP (Network Data Management Protocol) agent for an email backup solution.

Operating System

■ Wyse Technology announced Wyse Thin OS-VDI (Virtual Desktop Infrastructure), a software optimized for VMware VDI based on Wyse's thin client OS technology. Wyse and VMware collaborated to build Wyse Thin OS-VDI Edition aware of key VDI-oriented technologies. VMware's VDI places the user's desktop environment in a virtual machine, which allows businesses to manage desktops from the data center. The desktop can be hosted on an industry standard server and accessed by a thin client on the user desktop. The New Wyse Thin OS-VDI Edition has a single pushbutton for virtualized environments and is integrated with popular connection broker technologies and Wyse's popular S-Class thin-client device.

SERVICES

Data Center Services

■ Aperture Technologies launched a consulting practice to advise companies on the best ways to operate and manage a data center. Gary Aron, a 30-year industry veteran, will serve as Aperture's Senior Director of Data Center Consulting Services.

Network & Systems Management

■ DataVelocity has introduced Erudition For Monitoring, an MSP (Managed Service Provider) service that delivers real-time alerts to the appropriate staff. Erudition For Monitoring incorporates remote background agents to record various network parameters. It can also create service tickets when certain conditions are met. Erudition For Monitoring works with employees to maintain records of each employee's responsibilities, availability, and vacation schedules. The service also lets administrators define alerts while users can update alerts.

"The high-intensity degauss field results from a concentrated magnet. The degauss field is focused at the area on the degausser where the hard drive is positioned to ensure fast and complete erasure every time," says Audrey Crawford, marketing specialist at Verity Systems. "And it's so easy to use—just lift the lid, place your hard drive into the receptacle, close the lid, and press degauss—locally or remotely via infrared remote control."

Special features of the V660 HDD EVO are numerous; for example, its erase time is five seconds, quicker than any other hard disk degausser on the market, according to the company. It has an infrared remote control that can degauss from a distance of up to 45 feet. This means users don't have to spin, turn, handle, or otherwise be involved with the disk during the degaussing cycle. And, best of all, it's easy to use because you don't have to rotate the hard drive and/or pass the drive over the degausser multiple times.

Competition includes Garner's HD-1 and HDTD-8200 Hard Drive Degaussers (www .garner-products.com), Proton Engineering's Model 8000 Magnetic Media Degausser (www.proton-eng.com), and Fujitsu Mag EraSURE Professional Value bulk degausser (www.fujitsu.com).

"There are a number of desktop degaussers on the market offering hard disk erasure," says Crawford. "The V660 HDD Evo's main advantages over its competitors are its speed of erasure and the fact that operator intervention during degaussing is totally eliminated making it the most appropriate degausser to choose if limited exposure to magnetic fields is a customer's priority."



SNAPSHOT

Verity Systems V660 HDD Evo degausser

\$4,995

Uses magnetic field to permanently erase data on hard disks in one pass

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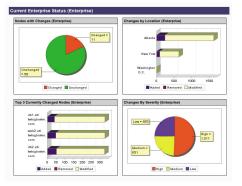


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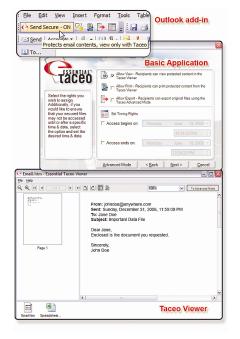
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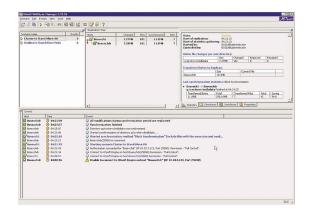


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OPINIONS

INFO-TECH • INSIGHT

Security & Compliance: Time To Cut The Bull

Big Four auditors and risk consultants are making out like bandits in the lucrative compliance trade. The No. 1 reason: Laws and regulations are too vague and non-technology-specific. This is a problem I've been griping about since 2002.

Compliance Is Ambiguous

Sure, we've heard the justification behind an oversight's construction: It needs to be applicable to all enterprises, it must take into account local and environmental variations, and so on. Those excuses may have worked a few years ago, but since the SEC (Securities and Exchange Commission) anounced that SMEs will not be exempt from key provisions of Sarbox, the table stakes for smaller companies have never been higher.

Legal ambiguities could sound the death knell for many public offerings, while other SMEs will risk noncompliance because they can't afford to hire auditors and consultants that will wade through murky regulation waters for them.

In other developments, the renewal of the USA PATRIOT Act earlier this year means that all U.S. enterprises are required to comply with this law on a permanent basis.

It also indicates the need for nationwide and global compliance plans. Making matters worse is the PATRIOT Act's direct impact on IT departments that never before had to worry about compliance on any meaningful level.

Simplicity Required

All enterprises need more practical guidance for establishing a framework that will strengthen IT security requirements while aligning IT with the business. COBIT is great at a strategic level, ITIL (IT Infrastructure Library) is perfect for service management and governance, and ISO 17799 is a solid set of best practices on information security management.

These frameworks only tell you what to do, not necessarily how to do it. There is, however, a relatively new standard that can potentially do both, and it comes from an unlikely source.

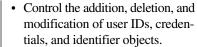
The PCI DSS (Payment Card Industry Data Security Standard) was announced in January 2005 as a worldwide standard after several years of development. A spate of credit card data losses has inspired Visa, MasterCard, and others to introduce this comprehensive standard to limit further incidents. By

June 2005 it was fully implemented, and credit card merchants and service providers had to comply.

Simplicity Found

What makes PCI DSS unique among standards is that it provides clear, step-by-step instructions for complying with its requirements. PCI delivers guidance in a no-nonsense language; it tells you what's needed, why it's important, and how to accomplish it. Unlike the obscure directions found in Sarbox and HIPAA, the PCI process for achieving compliance is clearly defined and easy to follow.

For example, under requirement "8.5 Ensure proper user authentication and password management for non-consumer users and administrators, on all system components," some of the password requirements outlined are as follows:



- Verify user identity before performing password resets.
- Immediately revoke accesses of terminated users.
- Remove inactive user accounts at least every 90 days.
- Do not use group, shared, or generic accounts/passwords.
- Change user passwords at least every 90 days.
- Require a minimum password length of seven characters.Use passwords containing nu-
- meric and alphabetic characters.
 Do not allow an individual to submit a new password that is

the same as any of the last four

passwords he or she has used.
Limit repeated access attempts by locking out the user ID after no more than six attempts. those found in COBIT, only shorter and simpler. PCI DSS contains six categories and 12 subcategories divided into 60 requirements with more than 140 subrequirements, all of them as specific as the password requirements above. Those are a lot of requirements, and not everyone would voluntarily choose to adopt them. Some are particular to the credit card industry, but most are applicable to anyone with a computing infrastructure of any merit.

These instructions are similar to

Just Charge It To My Card

As an ongoing security plan, the PCI DSS is about as clear as it gets, and all IT security requirements are covered. In addition, it provides a self-assessment questionnaire and well-defined security audit procedures to help enterprises ensure they are as compliant as possible.

I think IT shops in SMEs should use PCI DSS in the short term and then adopt COBIT to sustain ongoing compliance efforts. PCI won't solve everything to do with financial reporting, but it'll go a long way toward meeting the Sarbox deadline for security requirements.

Of course, you could always petition the SEC or the Department of Health and Human Services for clarification. I warn you, though, their answer will probably be, "Go hire a consultant."

Send your comments to infotech@processor.com

Ross Armstrong

Ross Armstrong is a senior research analyst with Info-Tech Research Group, a London, Ontario-based research and professional services firm focused on providing premium research and advice geared to the unique needs of IT professionals of midsized enterprises. Armstrong holds a master's degree in English from the University of Western Ontario and has extensive experience in IT technical writing and automotive writing. He is also the author of the Info-Tech Research Group guides "Securing Your IT Environment" and "Moving: An IT Perspective."

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- \bullet Over 57% of all network breaches are made from laptops. (FBI)
- 1 out of 10 laptops will be stolen or lost each year. (Gartner Group)
- 97% of stolen computers are never recovered. (FBI)
- 32 States have passed the Security Breach Notification Law, which only applies to unencrypted information.
- More than 32 million Americans have had sensitive personal data exposed over the past seven months and nearly 90 million since the ChoicePoint incident last year.
- 20% of the customers who received a notification of a breach terminated the relationship due to lack of trust. (Ponemon Study)
- \$14 million Average cost per company with a data breach. (Ponemon)



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OPINIONS

Productivity Solutions From The Reseller Market

Many times, when you think of the dealer/reseller market, you think of those companies that buy and sell used hardware. While many resellers do sell used hardware, a great many more focus on providing solutions on both new and used equipment. This month, we focus on informing you of some productivity tools and offerings available from IBM resellers.

The Forgotten Worker

All IT managers know that they need to focus on the needs of their corporations' customers. Likewise, IT managers know that they have a mission to provide their employees with access to corporate data. One area that is largely overlooked, however, is the needs of the individual worker. Today's worker is confused and overloaded by the tools and systems that were supposed to make his work life easier. Email, conference calls, and the Internet control our entire work day and overwhelm us all. Convergence of computing and telecom were supposed to make things easier, but it just isn't happening.

Many times it is the lack of resources that causes this area to be ignored. Why not look outside the corporation for a solution? The reseller market has a number of companies ready to work with corporate IT departments to provide this expertise. But does it pay to make this investment?

What IBM Learned

In 1985 IBM was so complex it took more than 405,000 employees to generate \$50 billion in revenue. In the 1990s it began to implement what IBM today calls its On Demand Workplace. The purpose of On Demand Workplace is to simplify the way IBM's employees communicate. In 2002 IBM generated more than \$80 billion with a workforce of 316,000. IBM estimates that the company's global On Demand Workplace enhancements have saved the company \$6.2 billion in just four years.

More importantly, IBM employees say that they trust and use On Demand Workplace; 58% say that it is crucial to their jobs, 62% say that they rate it as their preferred information source, and 80% say they use it daily. For more information take a look at www.ibm.com /ondemand/workplace.

Where To Go?

It is easy to understand how a company such as IBM can dedicate

the resources to build an On Demand Workplace to focus on the needs of the individual worker. But where can SMEs find the resources?

IBM On Demand Workplace is now an IBM Websphere product available from authorized dealer/ resellers, such as Optimus Solutions. Optimus provides all types of Websphere software for e-businesses. Another IBM reseller that can provide Workplace solutions is Datatrend, which started out as a used equipment dealer but has morphed into a solutions reseller.

Business Intelligence

Another area of productivity to look at is your company's ability to quickly access, format, analyze, and share critical information. Senior executives, middle managers, and business analysts have different presentation needs. Building reports on sales, finance, human resources, customer service, marketing, and production eats away at employee productivity.

There are companies that sell prebuilt models to provide this information. One such company that provides a solution that runs on the IBM iSeries is New Generation Software. Information on its NGS-IQ can be found at www.ngsi.com.

Getting To Your Data

A third area of productivity IT professionals must focus on is utilizing the computing resources they have to their fullest capacity. The cost for storing data has decreased over the years, but the amount of data that businesses are required to keep continues to increase. In the past the solution to storage problems was to add more servers. But this "solution" created its own problems, as servers have become separate islands of information.

There are companies available now that will consolidate those islands of servers into a centralized data pool. One such company to look at is Evolving Solutions.

Hard Copy

Copiers, printers, inkjets, and fax machines—add them all up, and they are costing you more than you can imagine in maintenance, supplies, and productivity. The best way to address the skyrocketing expenses is to boost your workgroup productivity. Networked multifunction devices can increase productivity by helping you reengineer paper-based processes.

Data Sales Company is another traditional equipment reseller turned IBM Business Partner. In 2006 it, in conjunction with PEAK Resources, was awarded IBM's prestigious Beacon as one of IBM's leading Printer Partners.

Over the years, IBM has turned over the responsibility of selling and supporting SMEs to companies that have historically been resellers of used equipment. These companies have retooled themselves into successful IBM resellers, focusing more on solutions than hardware. They can make your enterprise as productive as you want it to be yet provide a customized solution that fits your small to medium-sized enterprise.

> Send your comments to ascdi@processor.com

JOSEPH MARION

For the past 30 years Joseph Marion has worked in the technology equipment reseller market. In the 1970s he competed with the major equipment manufacturers by selling, leasing, exporting, and maintaining used equipment. In the 1980s he "crossed over," joining forces with IBM and becoming one of its most successful authorized business partners. Since 1990 Marion has headed up the Association of Service and Computer Dealers International, the world's largest association of companies that deal in technology products.



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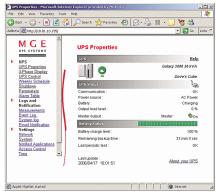
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MGE's Enterprise Power Manager v2 can substantially lower costs for supervising single- and three-phase networked UPS systems compared to using major network management system platforms. Enterprise Power Manager can carry out a scan for all the UPS systems from MGE, using both XML and SNMP protocols. The open architecture of EPM enables the discovery of UPSes from any other vendor supporting the standard UPS management information base (MIB). It also discovers and manages other critical power components, such as Power over Ethernet (PoE) midspans, Intelligent Power Distribution Units (PDUs), Source Transfer Switches (STS), and rack monitoring systems to give administrators comprehensive control of their protected infrastructure.

This new release of Enterprise Power Manager addresses the

special needs of complex three-phase power systems, with the ability to draw any type of power architecture, with multiple levels of redundancy, and view the actual power flows on the GUI.

Accessible from the Internet and any workstation using a standard Web browser, users can click a UPS in the presented diagram to obtain detailed information about the operating and configuration parameters in a dedicated window. Enterprise Power Manager uses Secure Sockets Layer (SSL) encryption along with several levels of passwords for complete security. In the event of a power emergency, alarms are centralized and transmitted by email or through Short Message Service (SMS). The systems' real-time logging of events and operations helps users to conduct preventive maintenance of their various



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New Trends In Disaster Recovery

Options Abound For SMEs

by Robyn Weisman

GIVEN THE increasing mindfulness of disaster recovery and business continuity issues, vendors big and small are coming out with innovative services and products small to medium-sized enterprises can use. The biggest trend in this space is just the plethora of options out there.

"The fun thing about IT is that there are a lot of choices out there," says John Bennett, worldwide director of business continuity and availability solutions at HP. "If your only tool is a hammer, then all problems start to look like nails."

Moreover, disaster recovery setups do more than protect businesses against the next 9/11. "A disaster recovery plan is a mainline strategy for better improving overall availability," says Gartner analyst Donna Scott.

Vendors such as HP and IBM offer multiple types of products and services that can be configured in myriad ways. Meanwhile, other large companies have partnered with small developers to provide channels for the latter's often innovative products, to everyone's benefit.

Disaster recovery has been such a catchphrase in the market that the latest issue of Costco's monthly magazine featured a story on the topic for its business customers. And more recently Processor provided readers with a general how-to for disaster recovery planning. (Please see "Plan For The Unthinkable: Disaster Recovery Planning For The SME" in the July 28 issue.)

Taking On Katrina: Top Global's MobileBridge

Lucent Technologies and Verizon Wireless partnered with Lake Forest, Calif.,-based Top its 3G cellular infrastructure to carriers such as Verizon to carry EVDO out.

"We developed our solution based on this frame relay where [networks] can switch to EVDO wireless. Basically [Mobile-Bridge] is a small office router connected to a fixed line. It's just one more box that runs to the Internet—the 'Mobile-Bridge'—that when the fixed line goes down, the box immediately switches traffic to the cellular network," Zhou explains.

Understanding disaster recovery and concomitant business continuity needs is key because too often decision makers buy products only to discover that they don't fit their needs.

Global USA to develop and leverage Top Global's Mobile-Bridge wireless mobile gateway to back up networks when conventional connections to networks are lost.

According to Top Global CTO Alan Zhou, Verizon's nationwide EVDO (Evolution Data Optimized) service, which offers DSL-speed wireless service that does not require hotspot access, became available just over a year ago, prior to Hurricane Katrina. Meanwhile, Lucent offers

"When Hurricane Katrina [took] down the networks of those coastal areas, MobileBridge provided instant IT communication after the disaster hit," Zhou says. "Major retailers in Tallahassee were running their networks on Mobile-Bridge for several months after."

Zhou goes on to say Top Global's patented "Link Integrity" technology automatically senses when a connection is dropped and immediately and consistently re-establishes it. "It's a cellular alternative to a

fixed line. Before this, there was only satellite that was costly and difficult to deploy, not plugand-play as our solution is," says Zhou.

Understanding Continuity Needs Is Key

Of course, few organizations can afford equipment and services that prevent the sort of multiplepoint failure that can occur. Like anything else, administrators need to come to grips with their needs around the continuity of operations, says HP's Bennett.

According to Bennett, HP's StorageWorks division tells its customers to determine what processes are classified as continuous in the event of disaster, such as anything critical to revenue production; critical, such as the supply chain; and core, such as payroll, email, or other back-office functions that will be less bothersome if down for a day or two.

"This is the critical first step. They need to look at all the applications they're running and determine which they can't tolerate at all being down, which they can tolerate an eight-hour outage, and which they don't care if down for 24 hours," Bennett says. "The common mistake people make is thinking that everything needs continuous protection. The cost measured in minutes becomes much higher than recovery in a day or two."

Understanding disaster recovery and concomitant business continuity needs is key because too often decision makers buy products only to discover that they don't fit their needs. "The more work you can do to articulate your needs and requirements, the better the solution you'll have," Bennett says.

SME Alternatives At HP

For its part, HP offers a portfolio of products and services from which SMEs can mix and match according to their needs. In fact, the company now offers users a free online assessment tool at its

hour or less, says Bennett. This monthly service performs automated and incremental backups and may be used either independently or as part of a managed

storage setup.

Slightly lower on the pricing scale, HP offers Business Recovery Services, which works on

Business Continuity & Availabil-

HP Services offers Electronic Vaulting, which backs up data from IT networks offsite at an HP-managed vault location and

offers data availability within an

ity Solutions portal.

Virtualization In Disaster Recovery Scenarios

According to John Bennett, worldwide director of business continuity and availability solutions at HP, virtualization is one of the more interesting trends in the disaster recovery /business continuity space. "Virtualization sets up a very highly available environment that [can work to] manage failover through application migration in a virtual framework," Bennett says.

As the amount of data that companies work with seems to double year after year, the management challenge becomes greater when handling storage needs, he says. Organizations that are large enough to run multiple data centers (and the definition of "large" in this context is shrinking) can virtualize across different sites that make up their respective networks, making their environment significantly more effective for dealing with disaster recovery crises, Bennett notes.

an eight-hour recovery time objective. It restores operating systems, applications, and data through snapshots and provides users with complete duplicate access from one of HP's Recovery Centers.

A still less expensive but useful offering is HP's Recover-All Service, a hardware insurance policy that replaces damaged equipment within three days.

"One customer after Hurricane Katrina needed a Micro-VAX 3100 replaced. That's a 15-year-old server! And we found it for them," Bennett says. "[Recover-All] is a good option when you don't want to invest in dedicated resources."

Disaster Recovery Tools

| Product | Manufacturer & URL | Description |
|---|---|--|
| HP Business Continuity & Availability Solutions | HP www.hp.com | Electronic Vaulting Services, Business Recovery Services, and Recover-All ServiceDescription |
| MobileBridge | Top Global USA www.topglobalusa.com | Obtains high-speed Internet connectivity through cellular EVDO (Evolution Data Optimized) technology when fixed lines are down |
| SunGard Availability Services | SunGard www.availability.sungard.com | Browser-based Managed Services Portal and Host- based Information Availability for Small and Midsize Business program |



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Detecting & Controlling Skype

Learn How To Deal With The P2P App On Internal Networks

by Kurt Marko

EVER SINCE NAPSTER, P2P (peer-to-peer) applications have earned a dubious reputation with most IT managers. While P2P has some inherent topological advantages, particularly in moving large files—witness the speed and efficiency of BitTorrent—P2P's distributed nature and lack of central control is worrisome to

sullied reputation, although it still relies on a proprietary protocol and runs in a massively distributed fashion. As such, while Skype has some obvious business uses—for example, significantly decreasing the costs of international phone calls—it remains problematic for many internal IT staff

There is no doubt about Skype's popularity, with the *Skype Journal*

was five years ago," says Ross Armstrong, senior research analyst at Info-Tech Research Group. Just as IM gradually became an accepted business tool, indeed Skype is entering the corporate realm. Armstrong cites figures showing 30% of the installed base using it for business purposes, half of those in small businesses. (Disclaimer: Info-Tech analysts write a biweekly column for *Processor*.)

Potential Problems With Skype

Unlike most IPT products, Skype routes calls through other peers on its network, whereas more traditional VoIP products for example, those using SIP (session initiation protocol) or H.323—use a client/server architecture. Skype also goes to great lengths to evade most traditional, NAT (network address translation)-based firewalls and is capable of using either Web TCP ports (80 or 443) or dynamically changing, random port numbers (via either UDP [User Datagram Protocol] or TCP) for communication. The inherently transient calls are difficult to spot in firewall logs, and detection is further complicated because the sessions use varying packet sizes.

Skype clients with publicly routable addresses (typical of

While Skype has some obvious business uses, it remains problematic for many internal IT staff.

those responsible for company networks.

One of the most popular and fastest-growing P2P products is the IPT (Internet telephony) application Skype. While created by the people who brought us the malware-laden file-sharing application Kazaa, Skype has a less

blog (skypejournal.com) reporting 6 million concurrent users earlier this year, projected to grow to 10 million by early next (see the "Total Skype Users" chart), and the company reporting more than 100 million registered users. In terms of adoption and maturity, "Skype is where instant messaging (IM)

Vendors & Products For P2P Security & Control

| Vendor | URL | Product (appliances unless noted) |
|----------------------------|--|--|
| Content Filtering | | |
| Cyberoam | www.cyberoam.com | CR-series UTM appliance |
| IMlogic (Symantec) | www.symantec.com | IM Manager (software on dedicated server, not an appliance) |
| Metavize | www.metavize.com | EdgeGuard with Rogue Protocol Control |
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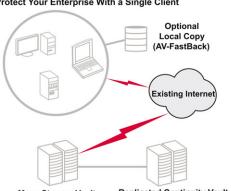
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Mass Storage Vault

Replicated Continuity Vault

Key Advantages & Business Benefits

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- Protecting data from 43 U.S. States



For More Information: www.processor.com/ServerVault Call: (800) 774-0235 ing Tolly's numbers. Although there has yet to be any malware associated with Skype, a recent flaw in the

ed Skype's bandwidth usage;

however, the company has not issued a formal rebuttal. A Skype

knowledgebase article claims the

client uses between 3 and 16KBps

(24 and 128Kbps), depending on

network conditions, thus validat-

It would be easy for IT managers to let the uncertain and uncontrolled nature of P2P software scare them into a "Chicken Little" response—doing something rash with unintended consequences. However, Info-Tech's Armstrong first recommends discovering whether P2P, or other "rogue" unauthorized applications such as Skype, really pose a prob-

Processor.com

lem on your network. If you are using a firewall with deep packet inspection, check with your vendor to see if it has a firmware or filter update that can specifically identify Skype and other P2P traffic

going far beyond the simple URL or Web page filters of the past. Many products, whether dedicated filtering appliances or modules part of UTM (unified threat management) devices, can now identi-

There are two primary methods of controlling P2P/Skype usage: content filtering at the network gateway and NAC to enforce security policies on all clients entering the network.

(many, such as Checkpoint, SonicWall, Packeteer, and Verso, already include this feature) and set up a test filter to gauge the level of activity. Next, Armstrong says managers "need to decide if there's a legitimate business purpose" for these new applications. If so, IT departments "need to fold these into their acceptable use policies and inform users." If companies decide P2P apps pose too much risk, then there are a number of blocking technologies available.

Methods Of Control

There are two primary methods of controlling P2P/Skype usage: content filtering at the network gateway and so-called NAC (network access [or admission] control) to enforce security and software policies on all clients entering the network.

Content filtering has matured rapidly over the past few years,

fy most major network applications, including IM, P2P, IPT, and audio/video streaming. Major vendors include IMlogic (Symantec) and SurfControl. (See the "Vendors & Products For P2P Security & Control" chart for more information.)

NAC products take a different approach—instead of blocking traffic at network egress points, NAC prevents clients with rogue software from joining the local network entirely. Clients failing to meet network security policy are placed in a restricted "quarantine" network until they can be brought into compliance—as Mitchell Ashley of StillSecure puts it: "a guilty until proven innocent approach." While NAC appliances have traditionally been used to enforce OS patch and antivirus security policies, newer products such as StillSecure's SafeAccess (www.stillsecure.com) have the

ability to quickly scan clients' file systems and Registry to identify prohibited applications. NAC vendors encompass networking giants such as Cisco and Juniper to niche players such as Mirage Networks and StillSecure.

Page 29

The arms race between malware or immature network applications and security software/appliances continues to escalate. Although new P2P apps such as Skype are quite sophisticated in evading traditional firewall-based network defenses, security vendors have responded to the challenge with a raft of products capable of returning network control to the IT department.

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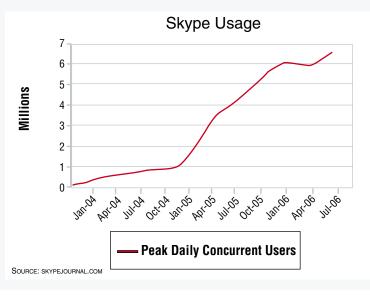
SurfControl Web Filter

Lets you actively monitor network use and abuse anywhere in your organization; protects from both inbound and outbound malicious content

www.Processor.com/SurfControl

Total Skype Users

According to SkypeJournal.com, Skype usage hit 6 million concurrent users earlier this year and is expected to grow to 10 million concurrent users early next year.



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Keeping Things Running

Outsourcing IT Maintenance To Repair & Service Companies

by Tony Bradley

SOME TOOLS AND resources are essential to the daily productivity and efficiency of the company. Employees in many cases rely on the functionality of network technology, computer equipment, and computer peripherals such as printers in order to get their jobs done. That means that if these devices or equipment break, work stops.

It is imperative to have the equipment fixed as quickly as possible so that normal business operations can resume. A service or repair technician should only

make sense to pay an employee, plus all of the benefits and other expenses that normally entails.

Lance Lapworth, sales manager for IT service company Reliable IT, says, "Many small-scale companies do not have a budget to hire a full-time IT person to handle their needs on a daily basis. Employing an [IT repair company] gives them the ability to have coverage and safeguards them when IT issues arise."

Larger companies may have full-time computer repair staff at their main office site, but employees who work from home or travel provide cost-effective maintenance and repair even for employees who work from home.

IT Repair & Service Companies

Do a search on Google for "computer repair service" or "break fix service," and you will find hundreds of companies at the local and national level that can provide those services for your company. A smaller company may prefer dealing with a local computer repair service, while a larger company with more remote or branch offices scattered about the country may need to look at a computer repair service provider that is capable of servicing its needs nationally.

Reliable IT, Promark, and Geeks On Call are three of the bigger computer repair and service providers. Geeks On Call is a growing franchise that currently has a presence in 24 states, while Reliable IT and Promark offer nationwide coverage.

Reliable IT. Based in Virginia, Reliable IT (www.reliable-it.net) provides nationwide support services for just about any scale your company needs. Reliable IT technicians can be used to service branch office and home office workers quickly and cost-effectively. Reliable IT is also capable of providing large-scale, ongoing support for the entire organization and can even offer 24/7/365 support in some cases.

Promark. For more than 15 years, Promark Technology (www .promarkservice.com) has been providing expert computer technicians to service and repair all types of computer and network equipment. Promark offers a variety of services, including depot repair, onsite service and repair, and telephone support and can even provide maintenance and service for out-of-warranty equipment.

Geeks On Call. Founded in 1999, Geeks On Call (www.geeks oncall.com) began franchising in 2001 and has grown to more than 300 locations in 24 states. Employing trained and certified technicians, it is a growing organization providing computer repair and training services for SMEs.

Spending Wisely

For many companies, outsourcing computer service and repair just makes sense on many levels. From a financial standpoint, the 2005 10th Annual Salary and Certification Survey in Microsoft Certified Professional Magazine found that the average salary for an A+ certified technician was \$56,602 a year. Then there is the ongoing expense of continuing education and training to make sure he keeps up with technology.

The cost of hiring an outside firm to provide computer maintenance and repair services can vary greatly depending on a number of factors such as how many employees or sites are being serviced, what types of equipment are being serviced, how quick you expect the service to be provided, and many other considerations. In the end, though, you can often get the expertise your company needs and save significant money at the same time.

Does it make sense for the repair technician to be a salaried employee?

be a phone call away. But does it make sense for the repair technician to be a salaried employee of the company?

The Case For Outsourcing

The answer to that question depends on a few different factors including how often repair services are necessary. For a small or medium-sized enterprise that may only need computer equipment repair services periodically, it may not a lot and small branch office sites hundreds of miles away still pose some difficulty. The expense of providing a full-time, salaried computer repair technician for each office or remote site is too large to justify in most cases.

By hiring an IT repair and service company to provide the maintenance and troubleshooting for the company, you can leverage trained, certified technicians with cutting-edge skills and education to

Focusing On Your Business

There are a lot of good reasons why a company might hire an IT service and repair company to help fix and maintain its computer and network equipment. One of the main ones is to maintain the focus of the business.

If the primary function of the company is public relations, the company should focus its efforts and resources on being the best public relations company it can be, not on fixing computers.

If the company makes coffee mugs, the personnel and budget available should be dedicated to finding ways to improve quality and efficiency and market the best coffee mugs it can produce, not on maintaining printers and networking equipment.

Developing an internal computer service and repair capability requires not only hiring people with the right skills and knowledge, and paying their salary and benefits, but also providing ongoing training to make sure they keep their skills sharp and learn about new equipment and techniques.

When you hire an outside firm whose sole focus is to provide the best computer service and repair technicians possible, you ostensibly get technicians who are trained, certified, and provided continuing education to make sure they remain at the top of their field. That frees your company to focus on public relations, coffee mugs, or whatever its core business really should be.

IT Repair & Service Companies

There are plenty of companies that will provide onsite computer service and repair. Some are only local, which may be fine for smaller businesses, while others provide the type of national coverage that larger companies need to make sure that remote and branch sites are covered as well. Here is a chart describing three of the larger service and repair companies.

| Company | Coverage | | | Services | | | URL |
|---------------|--------------------------|-----------|----------------|----------------|---------------|-----------------|------------------------|
| | | PC Repair | Network Repair | Printer Repair | Data Recovery | Malware Removal | |
| Geeks On Call | 332 regions in 24 states | X | X | | X | x | www.geeksoncall.com |
| Promark | National | x | X | x | X | X | www.promarkservice.com |
| Reliable IT | National | x | X | X | x | x | www.reliable-it.net |

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WHAT'S HAPPENING

Data Centers Are Back In The Spotlight

365 Main Develops State-Of-The-Art Facilities

by Chris A. MacKinnon

DATA CENTERS HAD a good start, but when the tech market crashed, the focus was on everything except how well the data center was performing. But now the data center is back in the spotlight again. According to Miles Kelly, vice president of corporate strategy for 365 Main (a California-based data center developer; www.365main.com), the slow but steady recovery of the tech market, combined with new reporting regulations, physical factors such as natural disasters, and the threat of network attacks, has brought the data center back into the spotlight again.

Data Center Prosperity

Kelly points to evidences of data center prosperity from Tier 1 Research that came out in May. According to Tier 1 Research, industry analysts are reporting that today's high-end data centers in the United States are 70 to 80% full, and existing space is filling up faster than new real estate is appearing. The demand for U.S. data center space grew 11% in the last 12 months and 6% in the last six months alone. And not to mention the fact that the overall U.S. Internet infrastructure services market will reach \$14.5 billion by next year. In addition to Tier 1's good news, IDC believes that the number of servers in the United States will grow by 5 million to more than 25 million by 2009.

Kelly says one of the biggest concerns that he hears from clients regarding data center performance is regarding power. He says, "During the data center expansion in the 1990s, most data center customers were limited by bandwidth, struggling to attain enough connectivity to run their business over the Internet. Today, with ample fiberoptic cabling available to help speed the

optic cabling available to help speed the flow of data, power has become the new center of customer frustration." He says 365 Main has seen power requirements quadruple in the past three years as dense server deployments dominate the enterprise.

To cater to this growing concern, 365 Main has negotiated discounted power rates with local providers in each region and has introduced a unique billing system in which it only charges customers for the exact amount of power they use. "Power is a major concern for every customer," Kelly says, "so we developed a billing model that only charges customers for exactly what they usethis has been key. Most competitors charge a flat rate per month in a 'use it or lose it' structure, which usually means that the customer loses." He says 365 Main came up with a different model that is more fair to the customer.

According to its Web site, "365 Main develops and operates the world's finest data centers. Each facility is optimized for modern data center requirements, featuring 24/7/365 power, cooling, connectivity, and security capabilities to ensure mission-critical operations and business continuity for tenants." Kelly adds, "All facilities are certified to the highest industry standards and compliance requirements, helping

customers meet increasingly stringent regulations such as Sarbanes-Oxley."

365 Main is led by an executive team with more than 50 years of combined experience in modern data center design and development. The company began with a single data center based in San Francisco and now operates additional facilities in El Segundo, Calif., Chandler,



Ariz., and Chantilly, Va. Kelly says 365 Main is able to service any hosting provider or high-end enterprise with a safe, controlled, compliant data center environment to run and/or protect business. "Our data centers are home to companies such as Charles Schwab, Sun Microsystems, and CNET," he says.

Key Infrastructure Focus

The technology in 365 Main facilities centers around four key infrastructure areas: power, cooling, connectivity, and security. Kelly says each one of these areas is essential to businesses with mission-critical data as their precious lifeblood. As data centers demand it, ensuring uptime of

power-hungry computing environments through the delivery of clean, efficient power, even in the event of a disaster, is paramount. In case of a power interruption from the local utility, 365 Main maintains multiple generators to deliver continuous power up to N+2 redundancy. The company recommends induction coupling (flywheel) system for storing energy to cover power interruptions or switchover to back-up power.

Ensuring uptime by effectively cooling all computing environments is also a must. 365 Main recommends multiple cooling towers (providing up to N+2 redundant cooling water capacity), redundant pumps, heat exchangers, and the proper valving. Multiple 20-ton CRAC (computer room air conditioning) units also cool each comput-

ing area with up to N+2 redundancy. Diverse loop systems (allowing water supply and return to be established at various points in any direction) and leak detectors (continuously monitoring computing room areas) are also a part of 365 Main's data center cooling list.

In terms of connectivity, 365 Main provides full redundancy at its data centers to ensure internal or external facing information is quickly and securely accessed. Kelly says 365 Main has a broad range of carriers, wireless providers, and multihomed ISPs offering connections to meet customer needs. The company also offers physical security for all systems and network assets. Closed-circuit television monitoring 24/7/365 by both hidden and visible systems is essential for perimeter and interior areas. Card access systems, keyed access, and other various access code systems are also implemented for safety and security purposes.

Kelly says 365 Main sees a wide spectrum of players in the data center development market, from large, multi-asset, public real estate investment trusts such as Digital Realty Trust to international colocation providers such as Equinix. He adds, "While we compete on some levels with these players, these companies can also be our customers."

365 Main's immediate horizons, in terms of data center development and operation, focus mainly on filling up existing data centers while closely monitoring demand to guide expansion. Kelly says, "We are very pragmatic about growth; we remember the go-go days of the data center build out in the late 1990s and are passionate about not repeating the over-build mistakes."

The technology in 365 Main facilities centers around four key infrastructure areas: power, cooling, connectivity, and security.

TWO TERMS

■ GLBA (Gramm-Leach-Bliley Act)

What it is: The Gramm-Leach-Bliley
Act of 1999 was written to get rid of the
provisions of the Glass-Steagall Act, which
prevented banks from offering other financial
services such as investment and commercial banking and
insurance. Also called the Financial Services Modernization Act, the GLBA paved the way for mergers that led to
the creation of today's financial behemoths, such as Citigroup,
which offer a plethora of financial services under one umbrella.

Why you should care: At first glance, GLBA doesn't seem to pack much impact for IT departments. But the Safeguards Rule requires that banks develop information security plans that essentially describe how customers' personal financial information will be protected. Elements of the Safeguards Rule include the appointment of a management-level person to manage the overall program, risk assessments, develop and test program to protect information, and tweak the safeguards as changing conditions require it.

Related products and manufacturers: Authentica (now part of EMC) Secure Mail and Secure Documents, SPI Dynamics WebInspect, NetIQ, and Scalable Software Command Center.

FISMA (Federal Information Security Management Act)

What it is: Enacted in 2002 and part of the Electronic Government Act, FISMA compels government agencies to perform audits, at least once per year, designed to assess computer and network security of government information assets within the federal government and government contractors. After the 9/11 attacks, one of the items receiving the most attention from policy makers was the potential vulnerability of government cyber-systems. FISMA is intended to help close potential vulnerabilities via auditing.

Why you should care: Because FISMA covers government contractors, if your business does any work for the federal government, you may fall under its umbrella and be required to conduct internal audits of your operations. So, this is yet another example of a compliance regulation that may require the implementation of systems and safeguards to protect digital information. It's important to remember that many of these regulations ask for essentially the same thing: having a system to protect information assets.

Related products and manufacturers: Rippletech LogCaster for FISMA, Scalable Software Command Center, Watchfire WebXM eGov Compliance Module, and Symantec/BindView Policy Manager and Compliance Manager.

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Increased use of blades. Higher power and cooling demands. Optimized density. Consolidation. We take a look at each of these trends related to the server market. What's happening and how do these shifts impact the small to midsized enterprise data center? Find out next week.

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- The configuration shown on the right of the photo above is 10 drives placed in precut foam slots in a rugged, two-handle case with 6 butterfly latches.

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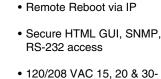


Server Technology, Inc

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- Amp models

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- Link to a second tower for group outlet control



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Physical - Power Protection Advertisement

Pulsar MX 5000 RT UPS



Starts at \$3935

The new **Pulsar MX 5000 RT UPS** surpasses competing units with its 0.9 power factor delivering 4500 watts of power, built-in redundancy capabilities, hot-swappable batteries, and power modules, along with integrated output receptacles for true plugand-play functionality. With up to 18kW, this scalable solution provides the highest power density in the industry.

Designed to deliver the highest level of protection for 20 to 110 servers, the online double-conversion Pulsar MX UPS uses modular redundant architecture that can easily scale power and runtime as demand increases or when users require higher levels of availability. Using only 3U (5.25 inches high) for the combination of power and battery submodules, users can configure the new units as freestanding tower or rack-mounted systems.

With built-in network manageability, the Pulsar MX systems are ideal for protecting high-performance workstations and servers in operation-critical server and network rooms. The 5kVA compact unit features front access hot-swappable battery and power submodules, auto battery-test, multilingual LCD, and intuitive power management software. For extended backup time, users can add external battery modules to achieve up to two hours of runtime. To help preserve battery life, the Pulsar MX 5000 RT units accept wide input voltage and frequency ranges to avoid using the batteries unnecessarily. Standard internal bypass ensures added reliability by supplying utility power to connected equipment in the event of a UPS fault.



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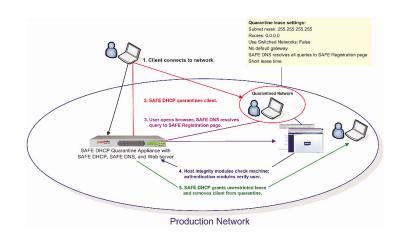
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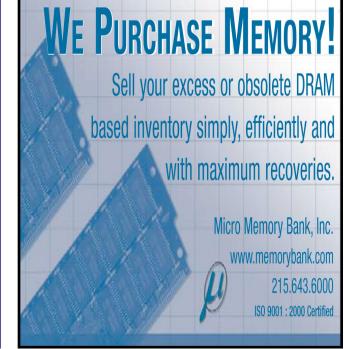














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No one knows when or how disaster will strike. We just know the potential is always there. An early warning is critical to minimize the impact on computers, networks, users & the organization. When disaster occurs, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. This is because what happens in your data center affects the entire organization and maybe even your customers.

Temperature monitoring is one of the biggest threats facing today's dense computer rooms and data centers. More and more hardware is placed in each rack and rooms that were never designed to house computers are often converted to IT data centers. Air conditioners are typically undersized, poorly placed, not maintained and run continuously until they die. When aircon units fail, critical servers continue to operate and crank out heat while cooling systems remain disabled. *Oops!*

Computer and network equipment is designed to operate within a very specific range of temperatures. Basically, if your data center rises above 85° F, you're cooking your hardware and increasing the risk of failure. Unsure... just ask IBM, HP, Dell, Liebert or APC. The bottom line is that you need to know immediately when temperature issues arise because recovery is simply too expensive.

"25% of all data centers experience downtime more than 5 times a year... 60% of these last more than a half day."

Thankfully there's **TemPageR**, the low price, high value solution that monitors 24x7 to automatically alert your staff when temperature extremes or changes occur. It will log temperatures for easy export, runs without a host PC and easily integrates with advanced monitoring software like *PageR Enterprise*, *OpenView*, *Tivoli & Unicenter*. **TemPageR** is proven protection used by Fortune 1000, Pentagon, United Nations, NASA, U.S. government and businesses large & small... *Why not at your facility?*

AVTECH Software has almost 20 years of experience serving data centers around the world. Our **TemPageR** product provides reliable, 'real-time' digital temperature monitoring with advanced features. Easy to install and configure, your staff can have **TemPageR** operational in minutes to protect your equipment and data center. If you're looking to monitor more than temperature, then consider one of our powerful **Room** *Alert* models to monitor temperature, humidity, power, flood, smoke, entry, and more. Our alerting and automatic corrective action capabilities are the most advanced available.

"Immediate detection & alert notification are the #1 ways to reduce downtime costs."

To learn more about **TemPageR** or **Room** *Alert*, visit us online or call to speak with a product specialist. We're happy to send you printed literature, quotes, evaluation CD's and more. You can request product quotes online for immediate delivery by email. AVTECH Software products ship complete with everything you need and include printed documentation, toll free technical support and a '30-Day Satisfaction Guarantee' return policy.

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